Glossary of Postal Terms

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Transmittal Letter

A. Purpose. This glossary defines the most widely used words and phrases unique to, or with special meaning within, the United States Postal Service®. It includes terms related to products and services, delivery and mail processing operations, automation technology, and strategic programs that boost productivity and improve the customer experience. This glossary does not, however, present comprehensive descriptions or furnish precise legal definitions such as those in 39 U.S.C and 39 C.F.R. If the glossary definition of a term contradicts the definition of the same term in another official and current Postal Service™ directive, the directive definition supersedes the glossary definition.

B. Questions and Comments. Questions and comments, including suggestions for revisions or additions of terms, can be sent to:

PolicyNet@usps.gov

or

PUBLICATION 32 EDITOR
BRAND AND POLICY
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 4646
WASHINGTON DC 20260-3101

C. Cancellations. All previous issues of Publication 32 are obsolete.

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Samuel M. Pulcrano
Vice President
Corporate Communications

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Introduction

Publication 32, *Glossary of Postal Terms*, first appeared in 1974, and has been updated several times since then to reflect the introduction of new products and services, as well as advances in mail processing and delivery operations. The current edition is the result of a year-long effort by subject matter experts from every function within the Postal Service. These experts added hundreds of new entries, including terms related to the Postal Accountability and Enhancement Act of 2006. Many existing terms were also updated when appropriate. Most obsolete terms were deleted, but some that might still appear in print were retained and cross-referenced to the current term.

Format and Organization

This online edition departs from the traditional dictionary-style design of previous editions. The tabular format facilitates searches and lays the foundation for possible new features in future editions.

Each entry in the table can consist of up to five separate elements as shown in the sample illustration and explained by the following keys.

Sample Glossary Entries

Term	Acronym / Abbreviation	Definition	Cross-Reference	Function
AADC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery in the service area of the same automated area distribution center (AADC). (2) An abbreviation used on mail container labels that identifies the contents as automated area distribution center mail (i.e., the ZIP Codes on the mail are served by the AADC).	(Compare with *ADC.*)	PC
abandoned mail			(See *unclaimed mail.*)	PC

Term	Acronym / Abbreviation	Definition	Cross-Reference	Function
absentee balloting materials		Postcard applications, ballots, voting instructions, and envelopes sent through the mail without postage prepayment. This public service enables U.S. expatriates, members of the Armed Forces in active service, and the U.S. Merchant Marine (and their spouses and dependents) to apply for registration and to vote when absent from the place of voting residence.		PC
Accelerated Career Entry Program		A developmental curriculum for new employees to gain knowledge, skills, abilities, and experience in positions identified with mission critical skill sets.		HR
accelerated reply mail	ARM	Origin Caller Service provided for barcoded reply mail at a postal facility other than the one to which the caller's mail is actually addressed. Reply mail from the caller's customers is captured on processing equipment programmed to include the unique ZIP+4 barcode assigned to the caller as part of the scheme sort at selected processing and distribution centers. The captured mail is held out for either immediate pickup by the caller or reshipment by USPS via Priority Mail Express™ service to the facility to which the caller's mail is addressed.	(Compare with *destination Caller Service.)*	SS

Key to Column Headings

Term	The headword to be defined. It appears in boldface type and, if trademarked or registered, shows the appropriate trademark (™) or registration mark (®) symbol. Every term entry includes a term.
Acronym / Abbreviation	An authorized acronym or abbreviation of the term (e.g., ADC for area distribution center). Some acronyms or abbreviations are trademarked or registered (e.g., EPM® for Electronic Postmark and ACS™ for Address Change Service) even when the term itself is not trademarked or registered. Not every term entry includes an authorized acronym or abbreviation.
Definition	A statement that presents the meaning of the term. Some definitions contain multiple parts or meanings. Some definitions include descriptors in parentheses before the statements (e.g., (informal), (obsolete). (philatelic)). Not every term has a definition if the term is an unofficial form with a cross-reference to the official form (e.g., (See postal money order.) for the entry money order).
Cross-Reference	A direction to go to the official presentation of the term (e.g., (See postal money order.) for the entry money order). A signal to see another related term (e.g., (See also saturation price.) for the term high density price). Also a signal to compare a related term (e.g., (Compare with area and district.) for the term Headquarters). Not every term entry includes a cross-reference.
Function	A two-letter code that indicates the principal area within the Postal Service that uses or originated the term. Every term entry includes a function.

Function Codes

Code	Function
AM	address management
CA	consumer affairs
CO	communications and public affairs
CR	customer relations
DE	delivery
EN	engineering
FA	facilities
FI	finance
GC	general counsel
GR	government relations
GS	ground shipping
HR	human resources (including labor relations)
IN	International mail
IM	Intelligent Mail
IS	Inspection Service
MA	mail acceptance
MP	mail processing and network operations
MS	mailing services
PC	pricing and classification
PT	payment technology
RE	retail sales
RP	retail products and services
SA	sales
SH	shipping services
SM	supply management
SP	strategic planning
SS	special services
ST	stamps and stamp collecting
SU	sustainability
TR	transportation
US	www.usps.com

Style

This glossary represents not only a compendium of the most common postal terms and phrases, but also the official authority for spelling, capitalization, and abbreviations. It also shows which ones are Postal Service trademarks.

Acronyms and Abbreviations

An alphabetic list of all official acronyms and abbreviations and their respective terms appears after the glossary. This list is complete for the terms in the glossary, but it should not be considered complete for the Postal Service world beyond this publication.

Alphabetization

Terms are alphabetized letter by letter. This style is standard for most dictionaries. It continues across spaces or symbols such as hyphens, slashes, and periods that occur between words (e.g., *five-digit ZIP Code, Delivery Bar Code Sorter/Output Subsystem,* and *U.S. Postal Service*). In addition, terms with numerals are alphabetized as though spelled out (e.g., *5D* for *five-digit* and *7:01 rule* for *seven zero one rule*).

Capitalization

Many postal terms, especially those naming specific products, systems, and equipment, tend to be written as fully capitalized proper nouns in official communications, such as directives, news releases, management letters, and memoranda. Capitalization also occurs for terms that name specific committees, offices, projects, programs, and trademarked or registered items and brands. Likewise, general terms combined with a capitalized qualifier such as a personal or place name or an administrative designation are capitalized (e.g., *Postmaster Smith, Miami International Service Center, Eastern Area*). Some terms are simply capitalized to distinguish them from an otherwise general term, such as Headquarters and the Material Distribution Center.

Forms and Publications

Any form or publication cited in this glossary is a Postal Service form or publication unless otherwise indicated.

Trademarks

Trademarks and terms whose registration is pending are always capitalized and used with the appropriate symbol: (®) for registered marks and (™) for unregistered marks. In this glossary, these symbols are used only if the term is in the term column or cross-reference column. They are not used in definitions.

Postal Terms

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
AADC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery in the service area of the same automated area distribution center (AADC). (2) An abbreviation used on mail container labels that identifies the contents as automated area distribution center mail (i.e., the ZIP Codes on the mail are served by the AADC).	(Compare with *ADC*.)	PC
abandoned mail			(See *unclaimed mail*.)	PC
absentee balloting materials		Postcard applications, ballots, voting instructions, and envelopes sent through the mail without postage prepayment. This public service enables U.S. expatriates, members of the Armed Forces in active service, and the U.S. Merchant Marine (and their spouses and dependents) to apply for registration and to vote when absent from the place of voting residence.		PC
Accelerated Career Entry Program		A developmental curriculum for new employees to gain knowledge, skills, abilities, and experience in positions identified with mission critical skill sets.		HR
accelerated reply mail	ARM	Origin Caller Service provided for barcoded reply mail at a postal facility other than the one to which the caller's mail is actually addressed. Reply mail from the caller's customers is captured on processing equipment programmed to include the unique ZIP+4 barcode assigned to the caller as part of the scheme sort at selected processing and distribution centers. The captured mail is held out-for either immediate pickup by the caller or reshipment by USPS via Priority Mail Express service to the facility to which the caller's mail is addressed.	(Compare with *destination Caller Service*.)	SS
acceptance			(See *business mail acceptance*.)	MA
accepts		The total number of mailpieces processed by an optical character reader or barcode reader and assigned to the correct stacker (open bin).		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
accountable mail		Mail that requires the signature of the addressee or addressee's agent upon receipt to provide evidence of delivery or indemnification for loss or damage. Accountable mail includes Priority Mail Express service and Special Service mail such as Certified Mail, Collect on Delivery, Insured Mail for more than $200, Registered Mail, Return Receipt, and Signature Confirmation.		RE
accountable materials		Certain items of inherent monetary value. These include postal items such as International Reply Coupons, postage stamps, philatelic products, Stamped Envelopes and Stamped Cards, blank Postal Money Order forms, or any unsold item awaiting destruction. Accountable materials also include service items provided to the general public on half of certain federal agencies such as migratory bird hunting and conservation stamps.	(See also *stamp credit*.)	RE
accountable paper		Paper in a postal facility that holds monetary value and must be accounted for including postage stock, International Reply Coupons, migratory bird hunting and conservation stamps, philatelic products, blank Postal Money Order forms, and items awaiting destruction.		FI
account identifier code	AIC	A three-digit code that assigns financial transactions to the proper account on the general ledger. Each AIC is assigned to a corresponding general ledger.		FI
Accounting Data Mart	ADM	A section of the Enterprise Data Warehouse that contains accounting and financial information.		FI
accounting period	AP	A period that forms one twelfth of the postal fiscal year. Each accounting period corresponds to a calendar month and is numbered from the beginning of the fiscal year that starts on October 1 (e.g., AP 1 is October, AP 2 is November).		FI
accounting service center	ASC	An accounting and disbursing facility that provides accounting support for postal activities. Each ASC specializes in one or more functions: Minneapolis, MN, payroll; San Mateo, CA, accounts payable, assets, and Centralized Account Processing System (CAPS); and St. Louis, MO, Postal Money Orders, customer insurance claims and inquiries for lost or damaged mail, processing PS Form 1412, *Daily Financial Report,* travel vouchers, and reconciliation of stock shipments.		FI
active delivery point		A delivery point that is currently occupied or vacant less than 90 days.	(See also *no-stat delivery point* and *vacant delivery point*.)	AM
activity code		A one-digit number that indicates the functional area in which an employee is assigned. The activity code is usually joined to the two-digit designation code as a second element and called designation/activity code.	(See also *labor distribution code (LDC)*.)	FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
actual count	AC	The exact numerical count of all mail classes and products worked.	(See also *first handling pieces (FHP)*.)	MP
ADC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery in the service area of the same area distribution center (ADC). (2) An abbreviation used on mail container labels that identifies the contents as area distribution center (ADC) mail (i.e., the ZIP Codes on the mail are served by the ADC).	(Compare with *AADC*.)	PC
additional entry		Presenting a Periodicals mailing at an authorized Post Office other than the office of original entry.	(See also *original entry*.)	MA
additional entry office		A Post Office other than the office of original entry where a publisher is authorized to mail a Periodicals publication.	(See *additional entry (AE)*.)	MA
additional mailing office		A Post Office other than the original mailing office used to mail nonprofit Standard Mail pieces.	(See also *original mailing office*.)	MA
additional office			(See *additional mailing office*.)	MA
address		The location to which USPS is to deliver a mailpiece. It consists of certain elements such as recipient name, street name and house number, and city, state, and ZIP Code as required by the mail class or product.		AM
address block		The area on a mailpiece containing the address to which USPS is to deliver a mailpiece.		AM
Address Change Service	ACS™	An automated address correction process that provides to participating mailers a data file containing change-of-address and undeliverable-as-addressed information. ACS is used in conjunction with Ancillary Service endorsements Change Service Requested and Address Service Requested. Three ACS products are available: (a) traditional ACS, in which the mailer modifies the address block to include an ACS Participant Code (#B) and optional keyline; (b) OneCode ACS, in which the mailer requests ACS using the Intelligent Mail barcode; and (c) Full Service ACS, in which the mailer uses the Intelligent Mail barcode and also presents mail that qualifies for Full Service discounts. Fees charged for ACS vary by mail class, mail shape, and mail product.	(See also *Move Update*.)	AM
address correction service		A system of Ancillary Service endorsements that enables a mailer to obtain an addressee's new (forwarding) address if it is actively on file with USPS or the reason for nondelivery for an undeliverable-as-addressed mailpiece. This service is available alone using the Change Service Requested endorsement or as part of other Ancillary Service endorsements such as Address Service Requested in which the mail is forwarded and a separate notice of the new address is provided to the sender.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
addressee		The person or organization to which a mailpiece is addressed as shown in the delivery address. It is normally the intended recipient of the mailpiece.		AM
Address Element Correction	AEC	A process that identifies and revises incomplete or incorrect computerized address files and then attaches ZIP+4 and carrier route codes. It entails computer matching address records that cannot be coded using CASS-Certified address matching software. AEC can correct or add missing address elements (e.g., directionals like N or NW or street suffixes like AVE or DR) and return a standardized address along with information identifying the correction.		AM
Address Enhancement Services	AES	A designation in the competitive products category for Address Information System products.		AM
Address Information System product	AIS product	A raw database file made available to customers to enhance address standardization, obtain detail address information, and correct address records. AIS products include applications and electronic files such as Carrier Route, City State, Delivery Statistics, Enhanced Line of Travel (eLOT), Five-Digit ZIP, TIGER/ZIP+4, Z4Change, ZIP+4, and ZIPMove. Also called address management product.		AM
Address Information System Viewer		A system that provides the ability to retrieve, view, and print accurate and current ZIP Code information. It enhances the accuracy and currency of all information provided. Available product reporting options include Address Lookup, City/State/Delivery Type, County Name Retrieval, Delivery Statistics Retrieval, and ZIP+4 Retrieval.		AM
addressing		(1) The act of writing or printing a delivery address on a mailpiece or an address label affixed to a mailpiece. (2) The various activities entailed in address management such as developing and maintaining address lists and applying addresses to mailpieces in a mailing.		AM
address list			(See *mailing list*.)	AM
address management	AM	(1) The development and maintenance of address lists. (2) (*capitalized*) An organizational unit that provides policy and systems for the national address database, mailing list services, address correction service, forwarding, and other related addressing services.		AM
Address Management Services	AMS	A stand-alone Special Service available for a fee that mailers use to correct name and address lists, to correct occupant lists, to sort mailing list addresses to the finest possible ZIP Code level, or to sort mailing lists on cards by 5-digit ZIP Code. The Special Service includes address management products such as software and database files (e.g., Delivery Point Validation (DPV)). USPS also provides address changes to election boards and voter registration commissions.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Address Management System	AMS	The national USPS database of every delivery address with its associated ZIP Code, ZIP+4 code, and city/state name that serves as the foundation of data for all address correction tools.		AM
Address Matching System Application Programming Interface	AMS API	Software used to develop address matching software. AMS API gives access to USPS matching logic that can be used to verify the accuracy of ZIP+4 returns. AMS API may be integrated within a manufacturers' product and redistributed by the manufacturer.		AM
Address Quality Reporting Tool	AQRT	A Web-based application that uses possible data discrepancies to assist in identifying delivery routes to improve address quality.		AM
Address Service Requested		An Ancillary Service endorsement printed on mail by the sender that directs USPS to forward undeliverable-as-addressed mail and provide the sender notice of the new address. If no change-of-address order is on file or the time period for forwarding has expired, the piece is returned to the sender with the reason for nondelivery attached. Fees charged can vary by mail class and product.		AM
Address Sequencing		An Address Management Service in which address cards are arranged in order of delivery for city routes, rural routes, highway contract routes, and Post Office Box sections. For a qualifying mailer, address cards with either blank cards added (for missing addresses) or cards containing missing and new addresses may be added. Electronic Address Sequencing service is available for mailers who can electronically submit address files for sequencing.		AM
à découvert		(French) Universal Postal Union term: (1) An item with no envelope or packing found ("discovered") in the mail. (2) An item for a particular country of destination inserted in a dispatch for an intermediate country.	(See also *open transit*.)	IN
adhesive		(1) The gum or glue on the back of a postage stamp. Stamp adhesive may be either water-activated or pressure-sensitive. (2) An adhesive stamp or label affixed to a mailpiece cover.		ST
adhesive stamp		A gummed stamp, either self-adhesive or with mucilage requiring moistening, that is designed to be affixed to mail.		ST
adjustable platform stool		A stool with a heavy base, adjustable for height and angle, used by clerks doing manual distribution. Informally, also called leaner and rest bar.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Adjusted Service Commitment exclusion period	ASC exclusion period	The time during the year (the holiday mailing season in December) when service measurement results for Priority Mail, Priority Mail Express, Priority Mail Express International, and 3- to 5-day First-Class Mail services are not factored into the cumulative year-to-date scores for service products. During the exclusion period, performance data is available to guide management and is included in the externally reported corporate performance but is not factored into Pay for Performance.		FI
Adjustment Processing System	APS	A software application used to make payroll adjustments for employees other than rural carriers and their replacements for data obtained from PS Form 2240, *Pay, Leave, or Other Hours Adjustment Request.*		FI
AdjustPay		A Web-based application that enables a supervisor to review an employee's history of paid hours and to authorize a limited number of payroll adjustment changes.		FI
administrative support facility	ASF	A single-function organization that typically serves the entire organization and reports directly to Headquarters (e.g., an accounting service center).		HR
Administrative Support Manual	ASM	A directive that contains policy and procedures for various administrative and support functions. These include postal organization, audits and investigations, communications, relations with other organizations, facilities and equipment, support services, supply management, and information resources. It is one of the policy manuals.		CO
Adult Signature		A Competitive Ancillary Service that requires the recipient of the mailpiece to be 21 years of age or older. The service has two options: (a) Adult Signature Required, in which anyone 21 years of age or older at the delivery address may sign for the mailpiece; and (b) Adult Signature Restricted Delivery, which requires the signature of the addressee or an authorized agent of the addressee, either of which is 21 years of age or older.		PC
Advanced Computing Environment	ACE	A systematic and cost-effect approach to manage information technology (IT) infrastructure by centralizing acquisition, development, and maintenance. ACE includes applications and data, information technology services, and information technology infrastructure, along with technical information, design rules, configuration details, and procedures appropriate to transition from centralized to distributed computing.		IT
advanced dispatch		A dispatch of mail made early enough to arrive at the destination facility before the critical entry time for that facility.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
advance deposit account		A liability account into which a mailer deposits funds that are maintained by USPS to pay for future services used by the mailer such as permit imprint mailings, Business Reply Mail pieces, postage due mail, or Periodicals. Also called trust fund account.		FI
Advanced Facer Canceler System	AFCS		(See *Advanced Facer Canceler System 200 (AFCS 200)* and *Advanced Facer Canceler System with Optical Character Reader (AFCS/OCR)*.)	EN
Advanced Facer Canceler System 200	AFCS 200	A major upgrade to the Advanced Facer Canceler System with Optical Character Reader (AFCS/OCR) that retains all the functionality of the AFCS/OCR and adds image-based indicia detection, a switchback module that switches trail-oriented mail to lead orientation, a POSTNET barcode printer, and a two-tier 12-bin stacker module. The AFCS 200 faces and cancels collection mail, reads barcodes on prebarcoded mail, and identifies by OCR and prints a POSTNET barcode on mail that is not already barcoded. Most mail from an AFCS 200 can bypass the Delivery Bar Code Sorter/Output Subsystem (DBCS/OSS) and flow directly to a DBCS.		EN
Advanced Facer Canceler System with Optical Character Reader	AFCS/OCR	A machine with many components that culls, faces, and cancels through a series of automated operations First-Class Mail letter-size pieces received primarily from collection mail. The machine first culls or removes pieces that are too thick, too stiff, too long, or too tall. It then reads the indicia area to edge, face, and cancel the remaining letter mailstream and sorts the letters into one of seven stackers (six accept stackers and one bypass (reject) stacker). Two of the accept stackers (lead and trail) are for facing identification mark (FIM) mail, two are for mail local to the processing facility, and two are for outgoing mail. The FIM mail is taken from the AFCS/OCR directly to a delivery bar code sorter (DBCS). The local and outgoing mail is taken to a DBCS/OSS to have the POSTNET barcode printed and for further sorting.		EN
Advanced Leadership Program	ALP	A career development program for mid-level, non-executive managers who are identified as potential successors in Corporate Succession Planning.		HR
Advance Notification		A system that transmits information from mail.dat and *PostalOne!* data via Facility Access and Shipment Tracking (FAST) system to business mail entry units and processing facilities about the name of the mailing, approximate size, induction location, and approximate induction date.		IM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Advance Notification and Tracking System		An Internet-based application that facilitates the delivery and tracking of qualified Standard Mail pieces and Periodicals pieces with specific in-home delivery windows. It also provides mailers with delivery performance reports and data for each mailing.		DE
advertising mail			(See *direct mail*.)	MS
advertising portion		For price eligibility, the part of an authorized Periodicals publication that contains all material for which a valuable consideration is paid, accepted, or promised, that calls attention to something to get people to buy it, sell it, seek it, or support it and also includes the publisher's own advertising. The advertising portion is measured as a percentage of the publication and charged a price that is different from the price charged for the nonadvertising (editorial) portion. Advertising is restricted or prohibited depending on the category of Periodicals authorization.	(Compare with *nonadvertising portion.)* (See also *publication qualification category*.)	PC
AEC II® Service		An enhancement to Address Element Correction that identifies and corrects nonmatching addresses using the computer program Delivery Force Knowledge™. The addresses are submitted, via AEC II, to delivery units to resolve address elements or determine the existence of the addresses.		AM
aerogramme		(obsolete) A postage-paid letter-size sheet of lightweight paper that was folded into an airmail envelope for correspondence to other countries. Enclosures were not permitted. Aerogrammes were discontinued in 2007.		IN
aerophilately		(philatelic) Stamp collecting that focuses on stamps, postage, covers, and other philatelic materials that relate to airmail.		ST
air contract transportation tag	ACT tag	A printed barcoded tag that bears information for routing mail containers to be transported by contracted air carriers.		MP
airlift		The movement of mail by air taxi operators and air carriers.		MP
Airmail™		(1) The transport of mail by air transportation. (2) A service by which international mail receives First-Class Mail service domestically, is dispatched by the most expeditious transportation, and receives air or priority handling in the destination country.		IN
Airmail™ etiquette		(philatelic) Airmail label.		IN
Airmail™ label		A gummed or self-adhesive label applied to a mailpiece sent at the international airmail price. The label includes "Airmail" and "Par Avion" (French for "by airplane").		IN
airport mail center	AMC	(obsolete) A postal facility at an airport that received, concentrated, transferred, dispatched, and distributed mail transported by air. The last AMC was closed in 2010.		MP
airport mail facility	AMF		(See *airport mail center (AMC)*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
air sack		(informal) A sack, often an overflow sack, containing few pieces of mail. Also called skin sack.		MP
air to surface diversion		A shift from air transportation to surface transportation to move mail while maintaining service commitments.		MP
air tray		(informal) A tray, often an overflow tray, containing few pieces of mail.		MP
A-label service		(informal) Priority Mail Express Hold for Pickup Service, so called because the similar prior service Priority Mail Express Post Office to Post Office Service used Label 11-A. Priority Mail Express Hold for Pickup Service actually uses Label 11-HFPU.	(Compare with *B-label service*.)	SH
all-purpose dating stamp		A handstamping device for imprinting (in red ink) the date, the name of city, and the Post Office branch or Post Office station on Registered Mail pieces and nonmail items such as receipts. Also called round-dater stamp.		RE
all-purpose container	APC		(See *general purpose mail container (GPMC)*.)	MP
alpha test		A test that explores the interaction and consistency of successfully tested units such as new mail processing equipment. It generally means that interfaces, global data structures, and developed software module combinations are considered. The test is normally done by the developer, often in a laboratory environment.	(See also *beta test* and *pre-beta test*.)	EN
alternate access channel		A customer access point to postal products and services other than through a traditional postal facility such as a Post Office staffed by employees. Alternate access channels include Automated Postal Center kiosks; contract postal units; online services such as Click-N-Ship service at *usps.com*; Stamps on Consignment sold through commercial outlets such as drug stores and grocery stores; Stamps by Mail service; and USPS Approved Shipper. Also called alternative retail service.		RP
alternate delivery service		A delivery method that does not require a carrier. Caller Service, firm holdout, Post Office Box service, and general delivery are alternate delivery services.		DE
Alternate Mailing System	AMS	An authorized procedure that provides other methods for accepting permit imprint mail, outside a Manifest Mailing System or an Optional Procedure, to ensure proper postage payment and mail preparation without verification by weight.		MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Alternate Postage Payment Method for Greeting Cards		An experimental product that provides a means by which individuals can mail greeting cards without affixing postage. The company producing the cards pays postage through a two-stage process. First, at least 50 percent of the postage is paid to USPS based on the company's reports of how many cards are sold to customers. Once cards are sold to individual customers, this payment is retained by USPS regardless of whether the cards are also mail. The remainder of the postage is collected based on scans of the Intelligent Mail barcodes printed on the card envelopes.		MS
Alternate Work Schedule	AWS	A program for eligible, full-time FLSA exempt employees that allows them to work extended days during each 2-week pay period to meet the full-time requirements of their positions in fewer than the usual 10 days. The expectation is that participants will generally work a minimum of 40 hours each week, subject to their status as FLSA-exempt employees.		HR
alternative addressing format		An authorized option to the standard delivery address format such as a simplified address, occupant address, or exceptional address.	(Compare with *delivery address format*.)	AM
alternative delivery		A nonpostal method to distribute or deliver mail matter. For example, facsimile and electronic funds transfer in place of First-Class Mail service; freight forwarding in place of Package Services, Priority Mail service, or Priority Mail Express service; private carriers in place of Periodicals or Standard Mail service.	(See also *Private Express Statutes (PES)*.)	DE
alternative fuel vehicle	AFV	A postal vehicle that uses cleaner-burning alternative fuels such as ethanol, methanol, propane, hydrogen, electricity, and compressed natural gas.		TR
alternative retail services			(See *Alternate Access Channels*.)	RP
American Postal Workers Union, AFL-CIO	APWU	The labor union that is the exclusive bargaining representative of all employees in the bargaining unit for which it has been recognized and certified at the national level. APWU members are in the following bargaining units: clerk, maintenance, material support, and motor vehicle. The Information Technology/Accounting Service Center bargaining unit is also represented by the APWU but with a separate agreement.		HR
AM Standard Operating Procedures	AMSOP	A national program that standardizes morning delivery office procedures and management processes. It includes training in functional tools and data systems, audits of work processes and schedules, reviews of equipment utilization, and use of the Integrated Operating Plan to coordinate handoffs between delivery units and mail processing facilities.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Ancillary Service		(1) Formally, an optional Special Service purchased for a fee in addition to the postage applicable to the mail class or product. These optional services vary in nature, and most may be purchased only for specific mail products or mailpiece shapes. Ancillary Services include Address Correction Service; Applications and Mailing Permits; Business Reply Mail service, Merchandise Return Service, and Bulk Parcel Return Service; Certified Mail; Certificate of Mailing; Collect on Delivery; USPS Tracking; Insurance; Parcel Airlift Service; Registered Mail; Return Receipt; Restricted Delivery; Shipper-Paid Forwarding; Signature Confirmation; Special Handling; and Stamped Envelopes, Stamped Stationery, and Stamped Cards. (2) Informally, forwarding, return, disposal, or address correction service provided by USPS for undeliverable-as-addressed (UAA) mail. The mail class or product determines the availability of a service and any charge if and when the service is rendered.	(See also *Extra Service* and *International Ancillary Service*.)	SS
Ancillary Service endorsement		A specified marking (wording) on the address side of a mailpiece added by a mailer to request an Ancillary Service that directs USPS how to handle undeliverable-as-addressed (UAA) mail and provide any corresponding address correction service.		AM
ANK$^{Link®}$		An enhancement to NCOA^{Link} software that allows authorized licenses to acquire 30 months of limited change-of-address data beyond the 18-month period of complete data available through NCOA^{Link} software. Although ANK^{Link} software does not return the new address as done by NCOA^{Link} software, it indicates customer moves for addresses that have occurred in months 19 to 48, along with the move effective date. Although never written out, the initials ANK represent “Address Not Known.”		AM
annex		A subsidiary building separate from a parent network mail processing facility or delivery unit (called carrier annex) that supports the need for additional operational floor space.		MP
Annual Compliance Determination	ACD	A report issued by the Postal Regulatory Commission (PRC) in response to the Annual Compliance Report submitted by USPS to the PRC. The PRC determines whether any price or fee in effect during the year under review were not in compliance with applicable provisions and whether any service standards were not met.		GC
Annual Compliance Report	ACR	A report submitted by USPS to the Postal Regulatory Commission under the Postal Act of 2006 that presents an analysis of costs, revenue, pricing, and quality of service for all products. For market dominant products, the report also presents measures of customer satisfaction and information about discounts and market tests.		GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
annual mailing fee			(See *mailing fee*.)	PC
Annual Performance Plan		A concise list of corporate targets for the coming year. All federal agencies, including USPS, are required to publish annual performance targets by the Government Performance and Results Act of 1993 (GPRA). The Annual Performance Plan is incorporated in the *Comprehensive Statement on Postal Operations.*		SP
Annual Performance Report		A document that publishes USPS results against its major annual corporate targets for the year. All federal agencies, including USPS, are required to publish annual results by the Government Performance and Results Act of 1993 (GPRA). The Annual Performance Report is incorporated in *The Comprehensive Statement on Postal Operations.*		SP
Annual Report		A document that presents by fiscal year financial data with statements of operations, balance sheets, and statements of cash flows. It contains an overview of the business, describes risk factors, and contains data and statistics such as mail volume and revenue by class and service, number of employees, number of postal facilities, and number of delivery points.		FI
Annual Staffing and Resource Management Simulator	ASRMS	A computer program that balances and tracks work load and workhours by accounting period. It is used to simulate staffing changes and to develop hiring plans.		HR
application program interface	API	Communicates POS ONE applications with USPS information systems as well as with specific service providers such as the bank card processor.		RP
appropriation		Public funds set aside by Congress as reimbursement for USPS costs for performing certain purposes. USPS is authorized to receive appropriations for (a) public service costs incurred by providing a maximum effective degree of universal mail service; and (b) revenue foregone for providing free mailings to the blind and to overseas voters.		GC
Approved Shipper			(See *IUSPS Approved Shipper*.)	RP
area		An administrative field unit headed by an area vice president and divided into customer service support, operations support, finance, human resources, and sales. Each area is further divided into districts. An area is responsible for airport mail centers/facilities, network distribution centers, customer service districts, mail transportation equipment centers, Post Offices, processing and distribution centers/ facilities, remote encoding centers, and vehicle maintenance facilities	(Compare with *district* and *Headquarters*.)	HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
area distribution center	ADC	A mail processing facility that receives and distributes mail destined for specific ZIP Code ranges. An ADC is one of the points within the national distribution network as is defined by the first three digits of the ZIP Code of the Post Offices it serves		MP
area distribution center price	ADC price	(1) A price category available for some presorted mail prepared at the ADC presort level. (2) A presort level in which all pieces are addressed for delivery within the service area of the same ADC.		PC
Area Mail Processing	AMP	The consolidation of all originating and/or destinating distribution operations from one or more Post Offices or other postal facilities into other automated processing facilities to improve operational efficiency and service.		MP
area strategic account		A designation for a business or organization that generates large postal revenue with high mail volumes; presents national mailings, often from multiple sites; has complex service issues; and may use a variety postal products and services. This type of managed account receives support at the area level.	(Compare with *strategic account*.)	SA
Area Update		A hardcopy publication that is mailed each quarter to employees. It focuses on area and national business and employee stories, new products and services, customer service, revenue generation, workplace and vehicular safety, new technologies, and high-profile stamp events. Each area has a localized version.		CO
à remettre en main propre		(French) An endorsement used for international restricted delivery. The piece is marked A REMETTRE EN MAIN PROPRE or the equivalent in a language known in the destination country. The service, which requires delivery to the addressee in person, is not available from USPS. Mailpieces with this endorsement are stamped “Restricted Delivery.”		IN
Army Post Office™	APO	A branch of a designated USPS civilian Post Office, under the jurisdiction of the postmaster of either New York City or San Francisco, that serves Army or Air Force personnel. APOs distribute mail to and from military personnel.	(See also *military Post Office™*.)	IN
arrow		(philatelic) On some sheets of stamps, V-shaped marks in the selvage that guide in the cutting of the sheets into panes.		ST
arrow lock		A special type of brass and steel security lock installed in street collection boxes, storage boxes, apartment boxes, banks of apartment house mailboxes, cluster boxes such as neighborhood delivery and collection box units, and other postal mail-receiving receptacles. The name of the lock comes from an image of an arrow stamped below “U.S. Mail” on the reverse side. A special arrow lock key is used to access the lock.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
arrow lock key		A distinctively shaped key used by carriers to open mail-receiving receptacles such as street collection boxes and panels of apartment house mailboxes equipped with an arrow lock. The bow (top of the key) is stamped with an image of an arrow below "U.S.P.S." Arrow keys are accountable property and are subject to strict controls.		DE
ascender		In Intelligent Mail barcode symbology, the bar that covers two of the three possible regions (from bottom to top): the tracking (middle) region and ascending (top) region. It does not cover the descending (bottom) region.	(See also *descender*, *full bar*, *half bar*, and *tracker*.)	EN
ASF		(1) A presort level in which all pieces in the bundle or container are addressed for delivery in the service area of the same auxiliary service facility (ASF). (2) An abbreviation used on mail container labels that identifies the contents as ASF mail (i.e., the ZIP Codes on the mail are served by the ASF).		PC
aspect ratio		The dimension of a mailpiece expressed as a ratio of length (the direction parallel to the address) divided by height. For example, a postcard 5-1/2 inches long by 3-1/2 inches high has an aspect ratio of 1.57. An aspect ratio between 1.3 and 2.5, inclusive, is required for automation compatibility. For First-Class Mail letters, aspect ratio determines whether a nonmachinable surcharge applies.		PC
Asset Accountability Service Center	AASC	A unit that provides asset accountability (e.g., material and inventory management), investment recovery assistance, facilitation, and training. There are several AASCs located throughout the nation.		SM
Asset Management Integration	AMI	An effort to improve the effective management of the sizable investments in material inventories and physical assets.		SM
associate Post Office™	AO	A Post Office that reports to a larger Post Office or that is within the service area of a sectional center facility (SCF). It usually receives and dispatches all mail classes and products from and to the SCF or a processing and distribution center. Also called associate office.		MP
ATM sheetlet			(See *automatic teller machine sheetlet*.)	ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
attachment		(1) A letter or other piece of mail placed in an envelope and affixed to the address side of another mailpiece (host piece). The attachment can be of the same mail class as the host or, where permitted, of another class such as an enveloped First-Class Mail piece attached to the outside of a Package Services parcel. The price for the attachment depends on the mail class of the host piece and whether the attachment is incidental to (i.e., closely associated with) the host piece. (2) A ride-along piece attached to an individual copy of Periodicals mail. (3) A repositionable note. (4) Stickers, pressure-sensitive release cards, or similar items on the outside of a mailpiece if permitted by mailing standards.	(See also *incidental attachment*, *mixed classes*, and *nonincidental attachment*.) (Compare with *enclosure*.)	PC
attention line		A separate address line that is the name of a person or a department placed above the recipient line, which is usually the name of a company or organization	(See also *complete address*.)	AM
attributable cost		Direct and indirect USPS costs that can be clearly associated with a particular mail product. It is the sum of volume-variable cost plus product-specific cost.	(Compare with *institutional costs*.)	FI
authorized pouch		A mailbag scheduled to be prepared for dispatch regularly.		MP
AUTO		A price-specific marking that is combined with the required basic class or product marking to indicate eligibility for an automation price category and processing on automation equipment.		PC
fautomated area distribution center	AADC	An automated mail processing facility that receives and distributes mail destined for specific ZIP Code ranges. An AADC is one of the points within the national distribution network as defined by the first three digits of the ZIP Code of the Post Offices it serves.		MP
automated area distribution center price	AADC price	(1) A price category available for some presorted mail prepared at the AADC presort level. (2) A presort level in which all pieces are addressed for delivery within the service area of the same AADC.		PC
Automated Business Mail Processing System	ABMPS	A system that translates the address on a customer's Business Reply Mail piece into a barcode consisting of a series of small vertical bars printed in the lower right corner of the mailpiece. The system enables identification and sorting by high-speed automated equipment.		EN
Automated Enrollment System	AES	A computer-based training enrollment network with links between the Technical Training Center in Norman, OK, and the Material Distribution Center and the postal employee development centers.		HR
Automated Flats Sorting Machine Auto Induction	AFSM AI	A system on the Automated Flats Sorting Machine (AFSM) 100 that automates the preparation and feeding of flats and includes a container dumper, four prep stations, vertical lifts, and conveyors linking the dumping, preparation, and individual feed stations.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Automated Flats Sorting Machine 100	AFSM 100	A fully automated machine that processes flat-size mail. The machine receives mail via automatic feeders, acquires images of script and typed mail for video encoding, and processes mail using optical character recognition technology. Its design includes a tray take-away conveyor with adaptability for robotic handling or Tray Management System induction. An optional buffer system automatically accumulates and indexes arriving flat mail trays from the take-away conveyor.	(Compare with *Upgraded Flats Sorting Machine 1000 (UFSM 1000)*.)	EN
Automated Package Processing System	APPS	An automated parcel and bundle sorting system that uses a carousel-type cross belt sorter subsystem capable of processing 9,500 pieces per hour. The system incorporates automatic package singulation, address recognition, and online remote video coding. A data system collects detailed information about each package such as package type, size, and weight. Systems are equipped with one or two feed systems and configured with 100-, 150-, or 200-output bins.		EN
Automated Parcel and Bundle Sorter	APBS	An upgraded Small Parcel and Bundle Sorter with a new control system, barcode and optical character reader technology, and improved induction stations.		EN
Automated Postal Center®	APC®	A self-service kiosk that allows customers to mail letters, flats, and packages; buy stamps and some Special Services; and mail international letters. It also offers ZIP Code and tracking lookup and provides information on different services. This equipment is generally located in Post Office lobbies and in some locations provides customers 24-hour access.		RP
Automated Vehicle Utilization System	AVUS	An online tool linked to carrier scans and inputs of vehicle mileage, hours, and reason for use. AVUS helps local management optimize vehicle use.		TR
Automated Workload Planning System	AWPS	An automated system that identifies workload and the resources needed to accomplish the workload.		MP
Automatic Airline Assignment	AAA	A system that automatically processes letter trays and flats tubs. AAA assigns the trays and tubs to airlines with Dispatch & Routing (D&R) labels and air contract transportation tags, and trucks with surface D&R and Highway Contract Route (HCR) tags. AAA integrates into the tray transport system in a facility and interfaces with commercial shipping systems for airline and truck assignments.	(See also *Enhanced Airline Assignment (EAA)*.)	EN
automatic barcode canceler			(See *tag blaster*.)	EN
automatic container unloader		A machine that automatically unloads mail from a container onto a mechanized conveyor system. Also called parcel automatic unloader or sack automatic container unloader.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Automatic Density Analysis Profile Technique	ADAPT	A computerized program that counts the amount of mail (by volume and bin destination) processed on letter sorting machines. Densities are calculated for each bin, based on the accumulated volume processed, to determine sort schemes.		EN
Automatic Flats Tray Lidder	AFTL	A self-contained mechanized system that is installed either inline or as a stand-alone device in a dispatch operation as part of the material handling Integrated Dispatch and Receipt (IDR) system. Flats trays ready for dispatch can be fed manually (standalone) or automatically from a tray line (inline).	(See also *Automatic Flats Tray Unlidder (AFTU)* and *Integrated Dispatch and Receipt (IDR)*.)	EN
Automatic Flats Tray Unlidder	AFTU	A self-contained mechanized system based on the Automatic Flats Tray Lidder (AFTL) design as part of the material handling Integrated Dispatch and Receipt (IDR) system. It can be installed either inline or as a stand-alone device in an opening operation. Flats trays that are ready for opening can be fed manually (stand-alone) or automatically from a tray line (inline).	(See also *Automatic Flats Tray Lidder (AFTL)* and *Integrated Dispatch and Receipt (IDR)*.)	EN
Automatic Induction	AI	A system on the Automated Flats Sorting Machine (AFSM) 100 that automates the preparation and feeding of flats and includes a container dumper, four prep stations, vertical lifts, and conveyors linking the dumping, prep, and individual feed stations.		EN
automatic teller machine sheetlet	ATM sheetlet	A pane of self-adhesive stamps on a liner (backing) that is the same size as U.S. currency and can be dispensed from automatic teller machines.		ST
Automatic Tray Handling System	ATHS	An enhancement to the Automated Flats Sorting Machine 100 (AFSM 100) that improves productivity by automatically exchanging full mail trays with empty ones, applying tray labels to the replacement trays, sweeping the AFSM 100 full trays after operation, and reloading empty trays.		EN
Automatic Tray Sleever	ATS	A self-contained unit with 10 detachable sleeve carts that places sleeves over trays of letters to retain letters in the trays. The carts control the sleeve stack, and can be loaded in the tray-opening area of a postal facility.		EN
Automatic Tray Unsleever	ATU	A self-contained unit similar in size to the Automatic Tray Sleever that receives letter trays from an upstream conveyor and removes the tray strapping and the sleeve around the tray. Empty sleeves are moved to a storage container for reuse.		EN
automation		Any operation using equipment and systems that require limited human intervention such as the Automated Flats Sorting Machine 100, as opposed to operations that rely on semi-automated mechanization or manual processes.		MP
automation-compatible mail		Mail that can be scanned and processed by automated mail processing equipment such as a barcode sorter.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
automation-compatible tray	ACT	A container that is designed for moving flat-size mail to the Automated Flats Sorting Machine (AFSM) 100 Automatic Induction (AI) feeders for automated processing and distribution.		EN
automation discount		A postage reduction from a base price offered to mailers who prebarcode and presort their mailpieces and meet addressing, readability, and other requirements for mail that can be processed on automated equipment.		PC
automation price		A price category for mail that is presorted and prebarcoded and that meets addressing, readability, and other requirements for mail that can be processed on automated equipment. Automation prices are generally lower than prices for single-piece mail or nonautomation presorted mail.		PC
aux		An abbreviation for auxiliary assistance.		DE
auxiliary assistance	aux	The help that a city carrier receives because of unusually heavy mail volumes or other situations requiring help. The carrier who provides the help is called an auxiliary assistant.		DE
auxiliary route		A carrier route that is regularly scheduled for completion in less than 8 hours and is not up for bid by full-time carriers.		DE
auxiliary rural carrier		An employee who serves an auxiliary rural route (a route not designated as a regular rural route). Normally, the position is filled with the temporary assignment of a substitute rural carrier, rural carrier associate, or rural carrier relief. The designation auxiliary rural carrier applies only to such carriers hired before 1981.		DE
auxiliary service facility	ASF	A mechanized facility, usually part of a processing and distribution center (PDC), that has its own service area and serves as a satellite processing hub for a particular network distribution center (NDC).		MP
auxiliary truck schedule		A scheduled vehicle trip that augments and supplements regular trips.		TR
backdate		To apply a postmark for a date already passed. Except for authorized philatelic treatment on a new stamp issued beyond the issuance date, backdating is forbidden.		MP
backprint		(philatelic) Printing on the reverse of postage stamps such as numbers, symbols, or information about the stamp.		ST
backstamp		To apply a postmark to missent mail by the Post Office receiving the missent mail. The backstamp is usually applied to the reverse side (back) of the mailpiece but can also be applied to the front. Backstamping is permitted only on missent mail. Forwarding mail does not require backstamping.		MP
backtrack		To return to a delivery point mistakenly bypassed to deliver mail or collect mail or to return to a delivery point to deliver missequenced mail found later in the course of delivery.		DE
bag rack			(See *sorting rack*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
balloon		(informal) A huge sack or pouch of mail.		MP
balloon price		A dimensional-based price that is charged for bulky lightweight Priority Mail (zones 1 through 4), Standard Post, and Parcel Select pieces weighing less than 20 pounds and measuring more than 84 inches but no more than 108 inches in combined length and girth. Postage is calculated at the appropriate 20-pound rate. Also called balloon rate.		PC
banding		An operation in which letter trays are sleeved and banded, or flat trays are topped and banded.		MP
barcode	BC	A series of vertical bars and spaces that represent any numerical series, most often a ZIP Code for the delivery address on a mailpiece. Barcodes are used on individual mailpieces as well as labels on larger units such as trays, sacks, and pallets containing mailpieces or containers containing larger units such as sacks or trays on pallets. The barcode facilitates automated processing by barcode readers and scanners. Barcodes used for postal processing include Intelligent Mail, POSTNET, PLANET, Code 39, USS Code 128, and GS1-128.		EN
Barcode Certification		A program that evaluates manufacturers' printers, computer software, and computer systems that produce a barcode in order to certify that the barcode meets required USPS dimensional specifications.		AM
barcode clear zone		A rectangular area in the lower right part of a letter-size mailpiece that must be kept free of printing and symbols, except for the barcode itself. This requirement allows automated processing machines to read or apply a barcode.		EN
barcoded container label		A label on a tray, sack, pallet, and other types of containers that bears a barcode that includes information about the mail inside the container and the origin and destination of the mail.		MP
barcode discount		A postage discount for certain machinable Package Services mail products that bear a correct barcode and generally meet other size, shape, and volume requirements.		PC
Barcode Identifier	BI	The first two digits of the 31-digit Intelligent Mail barcode reserved to identify the presort identification that is printed in human-readable form on the optional endorsement line.		EN
barcode reader	BCR	A component in certain mail processing equipment that reads and interprets the barcode applied to a mailpiece.		EN
barcode sorter	BCS	A computerized machine that sorts letter-size mail by using a barcode reader to interpret an imprinted barcode. This machine consists of a mail feed and transport unit, barcode reader, stacker module, and associated electronic equipment that can sort into a large number of separations.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
bargaining unit		An organized group of employees found appropriate for representation by Federal Labor Relations Authority (FLRA) and voted on by employees who are represented by a labor union in their dealings and negotiations with management for wages, hours, and other terms and conditions of employment. Also called collective bargaining unit.		HR
bargaining unit employee		A career or noncareer employee who is represented by a labor organization (union) that negotiates with USPS for wages, hours, and other terms and conditions of employment. Bargaining unit employees include city carriers, clerks, information technology employees (Information Technology/Accounting Service Center), machinists (tool-and-die), mail handlers, maintenance employees, motor vehicle operators, nurses, postal police officers, and rural carriers. Transitional employees are noncareer bargaining unit employees.		HR
Basic Intelligent Mail®		One of two Intelligent Mail offerings that requires a maximum 31-digit Intelligent Mail barcode comprising five fields: Barcode ID, Service Type Identifier, Mailer ID, Serial Number, and Routing Code. Unlike the Full-Service Intelligent Mail option, the Basic option does not require the use of unique mailpiece barcodes, Intelligent Mail barcodes on tray labels or container placards, electronic documentation, or Facility Access and Shipment Tracking to schedule appointments for the entry of mailings.	(Compare with *Full-Service Intelligent Mail® option*.)	IM
basic marking		A marking on the face of a mailpiece that shows the mail class name (e.g., “First-Class”) or product name (e.g., “Media Mail”) or authorized abbreviation that must be printed or produced as part of; directly below; or to the left of the permit imprint, meter imprint, or postage stamp. The basic marking when combined with any price-specific marking indicates to USPS the service level to be provided and price category claimed.		PC
basket		(informal) A canvas container used for hauling and distributing all mail classes and products. Also called cart, gondola, gurney, or hamper.		MP
bass cart		(informal)	(See *utility cart*.)	MP
batch		(1) To gather or stack mail on edges for machine feeding. (2) To segregate various types of mail to allow processing as a specific group or “batch” separate from other groups or batches.	(See also *edger-feeder*.)	MP
batwing		A type of vehicle door found on some over-the-road trucks carrying mail. The doors on the rear of the vehicle swing outward from a common center point and fold back against the sides of the vehicle		TR
BC		An abbreviation used on mail container labels that identifies the contents as barcoded mail.		MP
bedload		To place mail or noncontainerized trays or sacks directly onto the floor of a vehicle trailer.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
bedloaded mail		Bundles or sacks of mail that are not containerized (not placed on mail transport equipment or on pallets) but stacked directly onto the floor of a vehicle trailer.	(Compare with *loose-loaded parcels*.)	MP
beta test		A test that is conducted at multiple USPS field sites to ensure that the software can operate successfully within a site-specific environment on multiple hardware and software platforms. The beta test includes validation of software installation and installation procedures.	(See also *alpha test* and *pre-beta test*.)	EN
bicolor		(philatelic) (1) A two-color postage stamp. (2) Printed in two colors.		ST
bicycle route		A city route on which a bicycle is used for transportation for the delivery of mail.	(Compare with *foot route*.)	DE
bin		(1) A separation (or holdout) that collects letters or flats sorted on mechanized or automated mail distribution equipment. (Formerly called pocket.) (2) Less frequently, a separation in manual cases for letters or flats.		EN
Biohazard Detection System	BDS	An automated system of various sampling and test components on mail processing equipment that alerts personnel to contamination of the mail by anthrax and other agents.		EN
biohazardous material			(See *infectious substances*.)	PC
bird stamp		(informal)	(See *migratory bird hunting and conservation stamp*.)	RP
B-label service		(informal) Priority Mail Express Post Office to Addressee Service, so called because it uses Label 11-B.	(Compare with *A-label service*.)	SH
black bag		A reusable overnight pouch for transmitting postal documents, reports, and workpapers.		MP
block		(philatelic) An unseparated group of stamps that is at least two stamps high and two stamps wide.	(See also *plate block*.)	ST
block face		One side of a street, from one intersection to the next. The eighth and ninth digits of a ZIP+4 code can be a designated block face.	(See also *segment*.)	AM
Blue		Intranet Web site (blue.usps.gov) that contains corporate information and electronic work-related applications for employees.	(Compare with *LiteBlue® (LB)*.)	CO
BMC		(obsolete) An abbreviation formerly used on mail container labels that identified the contents as bulk mail center (BMC) mail (i.e., the ZIP Codes on the mail were served by the BMC).	(See *NDC*.)	MP
Board of Governors	BOG	The group that directs the exercise of the powers of USPS. Nine governors are appointed by the President of the United States, with the advice and consent of the Senate. The remaining members are the postmaster general (appointed by the governors) and the deputy postmaster general (appointed by the governors and the postmaster general). The board directs and controls the expenditures and reviews the practices and policies of USPS.		GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
bogus		(philatelic) A fictitious, worthless stamplike label created only for sale to collectors. Bogus stamps include nonexistent values added to regularly issued sets and issues for nations without postal systems.	(Compare with *counterfeit*.)	ST
Bolger Center for Leadership Development			(See *William F. Bolger Center for Leadership Development™*.)	HR
booklet (mailpiece)		A mailpiece with a bound edge that includes sheets fastened with at least two staples in the manufacturing fold (saddle-stitched), perfect bound, pressed-glued, or joined together by another binding method and produces an end where pages are attached. Configured like a book, a booklet is generally open on three sides before sealing.	(Compare with *folded self-mailer*.)	MA
booklet (stamp)		A book of stamps that consists of at least one small pane (called a booklet pane) between protective covers or configured by folding to form a small unit. The format makes the purchase economical and convenient to carry.		ST
booklet pane		A small sheet of stamps specially cut or produced to be sold in booklets.		ST
booklet of stamps		A book of stamps consisting of at least one small pane (called a booklet pane) between protective covers or configured by folding to form a small booklet. The format makes the purchase economical and convenient to carry. Also called simply booklet.		ST
book of stamps			(See *booklet of stamps*.)	ST
book rate		(informal) A popular designation given to special fourth-class mail (now Media Mail service) because of its use primarily for mailing books.		PC
Bound Printed Matter	BPM	A Package Services product weighing not more than 15 pounds that consists of permanently bound sheets of which at least 90% are printed with advertising, promotional, directory, or editorial matter (or a combination of such matter). Examples include book, catalog, and telephone directory.		PC
BOUND PRINTED MATTER		The Bound Printed Matter product marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be abbreviated BPM.		PC
boxholder firm		A customer who has an assigned box/caller or phantom box number. The customer's incoming mail must be regularly distributed by name on the primary or secondary distribution operation(s) or the box section primary. If the mail is distributed to a number series separation on the box primary case, it is not a direct boxholder firm.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
box section		The part of a postal facility that has Post Office Boxes and/or Caller Service.		MP
BPM		The authorized Bound Printed Matter product marking abbreviation that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be represented with BOUND PRINTED MATTER.		PC
brace		An entry (connecting written bracket) in a sort scheme that shows one or more Post Offices having the same mail supply.		MP
bracket		To route mail through an airstop where it will connect with surface transportation for the final leg.		TR
branch		A type of postal facility.	(See *Post Office™ branch*.)	DE
bread tray		(informal)	(See *tray cart*.)	MP
Breakthrough Productivity Initiative	BPI	A nationwide program that identifies, documents, and replicates operational process improvements to standardize operations, increase efficiency, and reduce costs. The savings are used as a component of the field budget allocation.		FI
Breast Cancer Research stamp		The first semipostal issued by USPS in 1998. By law 70 percent of the net amount raised goes to the National Institutes of Health and 30 percent to the Medical Research Program at the Department of Defense.		ST
bricklay		To stack parcels or trays one over the other with overlap, like bricks, to achieve a stable load on a pallet or in a trailer or van.		MP
bucket		(informal)	(See *flats tray*.)	MP
buck slip		An informal, written communication used to transmit papers and information. Also called routing slip.		HR
budget authorization	BA	A two-character code used in certain reporting systems that identifies individual performance clusters and Headquarters organizational units in groups.		FI
buggy		(informal)	(See *utility cart*.)	MP
bulk business mail	BBM	A general term often used to describe presorted mail, especially Standard Mail mailings, that requires USPS verification of preparation and minimum quantities. BBM is normally handled through a business mail entry unit or a detached mail unit.		MA
bulkie		(informal) A regular-size envelope that contains an object making the mailpiece nonmachinable (such as a pen, film roll, or thermometer). The envelope must be culled to protect both mailpiece and mail processing equipment. Also called heavy or slug.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
bulk insurance		An insurance available to authorized mailers of Standard Mail parcels who ship at least 10,000 insured parcels annually and enter them under an approved Manifest Mailing System agreement. Bulk insurance costs less than regular insurance.		SS
bulk mail		Specifically, mail that is rated for postage in a mailing partly by weight (by bulk) and partly by volume (by number of pieces). The term often refers to Standard Mail service, which has such a price structure and, in the past, displayed the class marking BULK RATE (or abbreviation BLK. RT.) in the permit imprint indicia. Broadly, the term can designate quantities of mail prepared for mailing at reduced postage prices such as a presorted mailing of catalogs that requires verification.		PC
bulk mail acceptance			(See *business mail acceptance (BMA)*.)	MA
bulk mail center	BMC	(obsolete) A highly mechanized mail processing plant that primarily received and distributed Package Services parcels in piece and bulk form and Standard Mail parcels in bulk form. All BMCs were converted to network distribution centers by 2010.		MP
bulk mail center over-the-road container	BMC-OTR	(obsolete)	(See *network distribution center over-the-road container (NDC-OTR)*.)	MP
Bulk Mail Center Presort price	BMC Presort price	(obsolete)	(See *Network Distribution Center Presort price (NDC Presort price)*.)	PC
bulk mailing fee			(See *mailing fee*.)	PC
Bulk Mail System		(obsolete)		MP
Bulk Parcel Return Service	BPRS	A service that allows high-volume mailers of Standard Mail machinable parcels that are either undeliverable-as-addressed or opened and returned without payment of additional postage by addressees to be routed to designated postal facilities. A BPRS mailer can pick up the returned parcels from the designated facilities or have them delivered by USPS. The mailer pays an annual permit fee, and a flat-rate price per piece is deducted from an advance deposit account for each returned parcel.		PC
bulk rate		(informal) The postage price for mailpieces that are part of a large mailing and meet minimum volume and preparation requirements. The term is most often applied to Standard Mail mailings, which usually consist of a per piece price plus a per pound price and which formerly used in the postage indicia the marking BULK RATE (or abbreviation BLK. RT.). The term comes from the concept of weighing and rating mail in bulk as part of the postage computation.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
bull's eye		A postmark squarely positioned in the middle of the postage stamp that shows the mailing date and location.		MP
bum		(informal) A bundle of empty sacks or pouches.		MP
bump		(informal) Auxiliary assistance provided to a city carrier because of unusually heavy mail volume. The term can also be used as a synonym for aux, hit, loop, or relay.		DE
bundle		(1) A group of addressed mailpieces assembled, faced in the same direction, and secured together by means such as rubber bands or shrinkwrap to make up a basic unit of bulk or presorted mail for processing. Pieces in the bundle are within the same sortation level (e.g., all pieces in the bundle are destined for the same 5-digit ZIP Code or same 3-digit ZIP Code prefix). Bundles are placed into mail processing containers like trays or sacks or onto pallets. The term does not apply to pieces grouped or prepared loose in trays. (Formerly called package.) (2) To assemble individual mailpieces having a common destination point and to tie together to maintain the facing and of the delivery addresses of the pieces and the integrity of the common destinations.		MA
business alliance manager	BAM	A sales manager who works chiefly with large third-party service providers who handle some or all facets of mail production and mailing for mail owners.		SA
business collection route		A city route where mail is collected by a carrier from street boxes and from mail chutes and receiving boxes in buildings located within business areas. Carriers can also collect single-piece price mail from large businesses if the mail does not require verification. Routes are usually motorized because of the volume of mail collected and the number of stops made.		DE
Business Connect®		An initiative that encourages postmasters, station managers, and branch managers to help small and medium-sized businesses generate revenue with postal products and services.	(See also *Customer Connect®* and *Rural Reach®*.)	SA
Business Customer Gateway		A single, unified landing point on *usps.com* to access USPS online offerings. It consists of products that support Intelligent Mail, including the *PostalOne!* system, the Facility Access and Shipment Tracking system, Customer Label Distribution System, and Mailer IDs, as well as customer service and products for designing and preparing mail and for tracking and reporting,		IM
business mail		A general term applied to presorted mail that requires relatively advanced preparation such as addressing, barcoding, sorting, and containerizing as opposed to retail mail that consumers use and generally mail as individual pieces rather than in a mailing.		MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
business mail acceptance	BMA	The process of receiving mail from mailers for induction into the mailstream and establishing and maintaining business mailing accounts, verifying the preparation and eligibility of the mail, assessing proper postage, and charging the mailer's business account with the correct postage for each mailing. Business mail acceptance generally takes place in a business mail entry unit or a detached mail unit.		MA
business mail entry unit	BMEU	The area of a postal facility where mailers present bulk, presorted, and permit mail for acceptance. The BMEU includes dedicated platform space, office space, and a staging area on the workroom floor.		MA
Business Mail 101		An online tool for first-time or infrequent business mailers that takes the user through key decision points in making a mailing including addressing, preparation, and postage payment.		PC
Business Reply Mail®	BRM	A domestic service that allows a mailer to receive First-Class Mail pieces back from customers and pay postage only for the pieces returned to the mailer from the original distribution of BRM pieces. These pieces must have a specific address and format. Postage and fees are collected when the mail is delivered back to the original mailer.	(See also *International Business Reply Mail® (IBRM)*, *permit reply mail (PRM)*, and *Qualified Business Reply Mail (QBRM)*.)	PC
business route		A city delivery route on which at least 70 percent of the possible deliveries are to businesses.	(Compare with *residential route*.)	DE
Business Service Network	BSN	A nationwide group of trained specialists that supports the largest postal customers and serves as a single point of contact for resolving service issues, providing information, and handling requests. The BSN is positioned to increase customer satisfaction and revenue growth and retention by working with mail processing, transportation, delivery, mail acceptance, and other functions to improve service mainly for managed accounts.		SA
business stop		A stop on a carrier route where all possible deliveries are business deliveries.		AM
bypass mail		(1) Metered mail, permit imprint mail, and official mail arriving at a Post Office that does not require preparation before outgoing distribution. (2) Mail made up directly to delivery routes by mailers that can bypass the distribution cases. (3) Mail improperly entered into the mailstream without verification of preparation and postage payment.		MA
bypass mailing		A mailing that enters the mailstream without proper verification of preparation and postage payment through a business mail entry unit or a detached mail unit.		MA
cachet		(philatelic) A printed decoration on mail matter (such as a design or inscription), often referring to the new postage stamp on a first day cover. The design can be hand-created, printed, rubber-stamped, or pasted, usually on the front left side of the envelope.	(See also *first day cover (FDC)*.)	ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
caddy cart			(See *satchel cart*.)	DE
cage		(1) A secure, enclosed area in a Post Office or postal facility, separated from the rest of the workroom, where Registered Mail pieces and other accountable mail are kept. (2) The secure finance area in a delivery unit where accountable mail and keys are signed out by carriers before they leave the unit to begin mail delivery.		DE
California Climate Action Registry	CCAR	A clearinghouse for organizations to register voluntarily their greenhouse gas (GHG) emissions. A founding member, USPS has committed to measure, verify, and report its GHG emissions annually to CCAR. USPS is also a member of CCAR's sister agency, the Climate Registry.		SU
call center			(See *Corporate Customer Contact (CCC)*.)	CR
caller		A customer who regularly comes to a Post Office or other postal facility to pick up mail such as Caller Service mail or firm holdout mail.		DE
Caller Service		A stand-alone Special Service that provides an optional delivery service for a fee at a Post Office to customers with large volumes of mail, to customers needing multiple separations, or to customers who need a Post Office Box number address when no Post Office Boxes are available. Caller Service can be provided as destination Caller Service or origin Caller Service.		PC
Caller Service number		A number assigned through the Address Management System for Caller Service. As an address element, the assigned number is used in the mailing address as the Post Office Box (PO Box) number, placed above the city, state, and ZIP+4 Code line. The number does not necessarily represent a physical Post Office Box.	(See also *reserved Caller Service number*.)	PC
call number			(See *Caller Service number*.)	PC
call window		A window in a Post Office where a customer picks up mail such as firm holdout mail or Caller Service mail.		RE
cancel		To make a live postage stamp (except a precanceled stamp) unusable, usually at the point of original entry into the mailstream. This is done by using a facer-canceler or a handstamp (for bulkie, fragile, or odd-shaped mail) and is one of the first steps in mail processing.	(See also *mail processing* and *revenue assurance*.)	MP
canceling machine		A mail processing machine that cancels a postage stamp and places a postmark on a letter.	(See also *facer-canceler*.)	EN
cancellation		A postmark that contains the Post Office name, state, ZIP Code, and month, day, and year that the mail matter was canceled.	(See also *hand-stamped cancellation*.)	MP
capital commitment		The amount of capital funds to be spent on a specific contract. The commitment goes into effect at the time the contract is signed.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
card		(1) A letter-size mailpiece of cardstock without an envelope, defined by its dimensions and physical construction. (2) A unique First-Class Mail price for such a mailpiece.	(See also *postcard* and *Stamped Card*.)	PC
CardStore.com		An online *usps.com* service that enables a customer to create and pay for customized greeting cards and similar mailpieces. After the data files are received, the cards are printed, addressed, stamped, sorted with other CardStore cards ordered by customers, and presented by a contracted firm to USPS for sorting and delivery. Also called CardStore.	(See also *Click2Mail.com* and *Premium Postcard.com*.)	US
career appointment		A personnel action for a position without time limit requiring the completion of a probationary period that confers full employee benefits and privileges. The term can apply to (a) new employees, (b) former employees who are reinstated, (c) employees transferring from federal agencies, and (d) current employees who choose to transfer to or from the rural carrier craft.		HR
career employee		An employee under a career appointment.	(Compare with *noncareer employee*.)	HR
carrier		(1) An employee or contractor who delivers and collects mail on foot or by vehicle. (2) An individual contractor or private company (airline, trucking company, railroad, etc.) that transports the mail from one postal facility to another. (3) A competitor that legally provides delivery or freight forwarding service of letters, flats, and parcels individually and in bulk outside the U.S. mail.	(See also *contact point*; compare with *letter carrier*.)	DE
Carrier Alert		A community service program started in 1981 in which a carrier attempts to detect possible illness or accident suffered by the customer (e.g., elderly persons or persons with disabilities). When alerted by an accumulation of mail, the carrier reports the matter through management to local social service agencies for appropriate follow-up. This service is provided jointly with private agencies and USPS, the National Association of Letter Carriers, and the National Rural Letter Carriers' Association.		DE
carrier annex		A facility generally housing only carrier operations that does not provide retail services such as a Post Office, station, or branch. For drop shipment, a carrier annex is considered a delivery unit.		DE
carrier associate			(See *rural carrier associate (RCA)*.)	DE
Carrier Optimal Routing	COR	A system that uses algorithms and objective data to configure compact, contiguous routes that provide safe, fuel-efficient travel patterns.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Carrier Pickup™		A service that allows customers to leave certain types of postage-paid mailpieces at a business, in the home mailbox, or at the front door for carriers to collect on their regularly scheduled delivery routes. Pickups, which can be scheduled by telephone or online, are available at no additional charge when the carrier collects the pieces while making a regular delivery.	(See also *Pickup on Demand®*.)	DE
carrier route	CR	(1) The addresses to which a carrier delivers mail. In common usage, carrier route includes city routes, rural routes, highway contract routes, Post Office Box sections, and general delivery units. (2) A presort level in which all pieces in the bundle or container are addressed for delivery to the same city route, rural route, highway contract route, Post Office Box section, or general delivery unit. (3) A price category available for some mail classes or products prepared at a carrier route presort level.		PC
Carrier Route File		The official listing of all city and noncity delivery Post Offices, available to mailers in a standardized format. It contains schemes for city routes, rural routes, highway contract routes, Post Office Box sections, and general delivery units. The data are formatted by ZIP Code, street name, and ranged street numbers.		AM
Carrier Route Information System	CRIS	The official city delivery scheme that lists all city and noncity delivery Post Offices and is available to mailers in a standardized format. It contains schemes for city routes, rural routes, highway contract routes, Post Office Box sections, and general delivery units. The data are formatted by ZIP Code, street name, and street number range. Delivery statistics (possible deliveries) for each carrier route are also included in the file.	(See also *Coding Accuracy Support System (CASS)*.)	AM
carrier route presort mail		(1) Mail sorted and prepared by carrier route that requires no primary or secondary distribution. (2) A general price descriptor for this type of preparation available for Standard Mail, Periodicals, and Bound Printed Matter mailings.		PC
Carrier Route product		An address management file that contains reference data that mailers need in order to apply carrier route codes to address records. Addresses containing carrier route codes can then be presorted to the carrier route level.		AM
carrier route sack		A sack labeled to a specific carrier route containing only pieces for addresses on that route. Preparation of a carrier route sack is permitted if it meets a minimum volume or weight requirement.	(Compare with *carrier routes sack*.)	MA
carrier route scheme		Identification of the street names and range of address numbers for those streets that are assigned to a specific carrier route.		AM
lcarrier routes sack		A sack labeled to a 3-digit ZIP Code prefix or 5-digit ZIP Code containing only carrier route pieces for more than one carrier route destined to the 3-digit ZIP Code prefix or 5-digit ZIP Code and bundled by carrier route.	(Compare with *carrier route sack*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
carrier route tray		A tray labeled to a specific carrier route containing only pieces for addresses on that route. Preparation of a carrier route tray is permitted if it meets a minimum volume requirement.	(Compare with *carrier routes tray*.)	MA
carrier routes tray		A tray labeled to a 3-digit ZIP Code prefix or 5-digit ZIP Code containing only carrier route pieces for more than one carrier route destined to the 3-digit ZIP Code prefix or 5-digit ZIP Code and grouped or bundled by carrier route.	(Compare with *carrier route tray*.)	MA
carrier sequence		(1) The order in which a carrier delivers mail on a route. (2) To place mail in the order in which a carrier delivers it, using either line-of-travel sequence or walk-sequence.		MA
Carrier Sequence Barcode Sorter	CSBCS	An automated machine that sorts an individual carrier's mail, allowing the mail to go directly from the automation equipment in delivery sequence to the carrier for delivery to postal customers. The CSBCS is a smaller BCS designed for delivery units with 10 or more routes. These machines are being phased out.		EN
carrier technician		A city carrier used to replace scheduled absences within a group of routes generally within a delivery unit. The carrier has no assigned route. (Formerly called T-6 or utility carrier.)		DE
carry-by		Surface mail carried beyond the point of scheduled dispatch.		MP
carry-out		Mail for the first delivery stops of a foot carrier's route. The carrier takes the mail out of the office in a satchel, and the rest of the mail is deposited by a motorized carrier into relay boxes along the route.		DE
case		(1) A piece of equipment that contains labeled separations into which clerks or carriers manually sort letters, flats, or irregular parcels. Cases are designed to allow flexible configuration of the separations, and they can be expanded by attaching additional cases (wing cases) on either side. (2) To sort mail into a case. To place letter and flat mail into the separations of a carrier case. (3) To place flat mail in delivery sequence outside a case using the delivery order shown for the letter mail.		MP
Case Analysis System	CAS	A computer system that analyzes mail volume and density in manual distribution cases to determine the best arrangement of separations.		EN
case label		(1) A long strip of heavy paper, cardboard, or other material that shows names or numbers and individual addresses assigned to a carrier route. It is placed below the separations on the carrier case. (2) A tag of heavy paper or cardboard on a clerk distribution case that shows Post Office, state, ZIP Code, or other designation. It is placed above the case separation or box as a distribution guide. Also called header or label strip.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
cash reserve		Authorized funds on hand for making change at the retail window. These are separate funds, not to be confused with the cash portion of a stamp credit.		RE
casual employee		A noncareer nonbargaining unit employee with a limited term appointment who performs duties assigned to bargaining unit positions as described in the applicable national agreement or other collective bargaining agreements.	(See also *bargaining unit employee* and *temporary employee*.)	HR
catalog		Specifically, Bound Printed Matter consisting entirely of advertising. The term is also applied more generally to mailpieces of any mail class, especially Standard Mail pieces, mainly consisting of mail-order advertising.		PC
Category Management Center	CMC	A unit reporting to a Headquarters Supply Management Portfolio that manages purchasing and related supply chain activities for specific commodities.		SM
Category Management Team	CMT	A unit reporting to a Category Management Center that manages purchasing and related supply chain activities for specific commodities.		SM
cell		A pigeon hole in a distribution case. A 49-cell distribution case contains 49 openings.		MP
Center for Leadership Development			(See *William F. Bolger Center for Leadership Development™*.)	HR
centering		(philatelic) The position of a postage stamp design in relation to the edges of the stamp. On a perfectly centered stamp, the design is in the middle.		ST
central delivery			(See *centralized mail delivery*.)	DE
Centralized Account Processing System	CAPS	A postage payment system that business mailers can use to fund permit imprint, Business Reply Mail service, Merchandise Return Service, postage due, USPS Corporate Accounts, and Address Element Correction. CAPS is an electronic alternative to presenting checks and cash for postage and fees at multiple Post Offices. CAPS offers two account types: a centralized trust fund account using electronic funds transfer to the CAPS bank prior to mailing and a centralized debit account in which a customer designates a debit-enabled bank account for postage charges.		FI
centralized mail delivery		Delivery and collection services to a number of office buildings or low-rise apartment buildings or to individual occupants in a large office building or high-rise apartment building from a centrally located delivery point or place.	(See also *central point delivery*.)	DE
centralized markup		The point (e.g., a Computerized Forwarding System unit) where all undeliverable-as-addressed mail is labeled with the new forwarding address or the reason the mail cannot be forwarded.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Centralized Postage Payment	CPP	A postage payment system that allows publishers of authorized Periodicals publications entered at three or more Post Offices to pay postage at the Pricing and Classification Service Center rather than through individual accounts maintained at each entry Post Office if they meet certain requirements concerning multiple plants and/or multiple publications at multiple sites.		MA
central mail markup			(See *centralized markup*.)	DE
central point delivery		A residential service that provides delivery to several addresses at one delivery point (e.g., a neighborhood delivery and collection box unit).	(Compare with *centralized mail delivery* and *single point delivery*.)	DE
Central Repair Facility	CRF	A national center reporting to Headquarters that manages maintenance and repair of self-service equipment. The CRF is located in Topeka, KS.		SM
Certificate of Mailing		A Special Service that provides evidence that mail was presented to USPS for mailing. The service does not provide a record of delivery. Certificate of Mailing is also available as an international service.		PC
Certified Mail™		A Special Service that provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. A fee is charged for the service in addition to postage. Customers can retrieve the delivery status at *usps.com;* through a 1-800 telephone number; or by bulk electronic file transfer for mailers who provide an electronic manifest to USPS. No insurance coverage is provided with the service. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing Return Receipt service at the time of mailing, or they may request delivery information after mailing.		PC
change of address	COA	A customer move from one mailing address to another.		AM
Change-of-Address Credit Card Authentication		A stand-alone Special Service in which a change-of-address notice submitted via the Internet or by telephone is confirmed by reference to the credit card number provided by the requester.		AM
Change-of-Address Forms Processing System	CFPS	A Postal Automated Redirection System subsystem that automates the data entry of change-of-address forms by optical scanning of the information submitted by customers.		AM
Change-of-Address Information for Election Boards and Registration Commissions		A service that provides election boards and voter registration commissions with the current address of a resident addressee, if known to USPS.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
change-of-address order		A customer's notification to USPS of a permanent or temporary change of address by using PS Form 3575, *Change of Address Order,* or other written or personal notice, including online application.		AM
Change Service Requested	CSR	An Ancillary Service endorsement printed on mail by the sender that directs USPS to handle undeliverable-as-addressed mail according to the option selected by the sender: (a) Option 1, the mail is disposed of; (b) Option 2, the mail is forwarded if a change-of-address order is on file and a notice of the new address is provided to the sender or the mail is disposed of if it cannot be forwarded.		AM
charity seal		(philatelic) A stamplike adhesive label designed to be affixed to an envelope but with no postage value (e.g., Christmas seals) that a charity distributes usually for donations.		ST
charity stamp		(philatelic)	(See *semipostal*.)	ST
check errors		To note, record, and report errors in mail distribution and dispatch made by other clerks.		MP
Christmas casual		(obsolete) A temporary employee appointed during the heavy-volume Christmas season. Casual employees are no longer appointed only for the holidays.		HR
chunk		(informal) A small parcel.		MP
Cinderella		(philatelic) Any stamplike label such as a charity seal or publicity label that has no postage value.		ST
circ		An abbreviated form of the word circular.		MP
circular		A Standard Mail piece that is part of a mailing that consists of printed, computer-generated, or other reproduced materials (such as advertising) widely distributed to many customers.	(See also *direct mail*.)	PC
circular sorting rack		A stationary circular rack used in offices other than network distribution centers.	(See also *rotary sorting rack* and *sorting rack*.)	MP
Citizens' Stamp Advisory Committee	CSAC	A group of individuals (non-USPS employees) appointed by the postmaster general to evaluate proposals for postage stamp subjects and to recommend those subjects to be adopted for postage stamps and postal stationery. Established in 1957, the CSAC includes designers, historians, educators, and philatelists with backgrounds related to the subjects and stamp design.		ST
city carrier		An employee who cases, delivers, and collects all mail classes along a city route by walking or driving to residences and businesses within an area authorized for city delivery service.	(Compare with *rural carrier*.)	DE
City Carrier Cost System	CCCS	Tests used to estimate mail characteristics for each category of mail, on different routes and at different times of the year. These tests determine which portion of total delivery costs is attributable to each mail category.	(Compare with *Rural Carrier Cost System (RCCS)*.)	FI
city delivery		Delivery by city carriers of mail addressed to residences and business places within the city delivery limits of the Post Office.	(See also *city delivery service*.)	DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
city delivery establishment		The initiation of city delivery service in an area currently not receiving it.		DE
city delivery extension		The initiation of city delivery service in an area outside current city delivery boundaries but in which city delivery service has already been established.		DE
City Delivery Pivoting Opportunity Model	CDPOM	An online performance management tool that delivery managers use to match staffing to workload needs and trends.		DE
city delivery route		A delivery route served by a city carrier.		DE
city delivery service		Delivery by city carriers of mail addressed to residences and businesses within an area that has a population of at least 2,500 residents or more than 750 possible deliveries. The area must have paved or improved streets; street signs and house numbers displayed; and 50 percent of the building lots developed with residences and other structures.	(See also *business route* and *residential route*.) (Compare with *rural delivery service*.)	DE
City Delivery Variance	CDV	An online management tool that analyzes employee complement, workhours, productivity, workload, routes, and delivery. CDV calculates actual versus earned variances against standardized target productivity expectation and trends the performance down to the unit level. CDV uses integrated data from the Delivery Operations Information System (DOIS), eFlash, and WebCoins to identify savings opportunity in a relevant and actionable performance management platform.		DE
city mail		Mail prepared (made up) for a particular city for distribution to firms, carrier routes, Post Office stations, or Post Office branches.		MP
city route		A delivery route served by a city carrier.	(Compare with *rural route* and *highway contract route*.)	DE
City State		An address management ZIP Code file that includes the city, county, and Post Office name associated with each identified ZIP Code. It can be used to validate the city name and ZIP Code that is part of a mailing address and to link to other address management products. Also called City State File.		AM
City Time and Attendance Processing System	CTAPS	A payroll software application for city timecard data via PS Forms 1230-A, 1230-B, and 1230-C, *Timecard,* and PS Form 1377, *Request for Payment of Postmaster Replacement and/or Postmaster CAG L Overtime.*		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Civil Service Retirement System	CSRS	One of two federally administered retirement plans under which USPS employees are covered. CSRS is considered a defined benefit, contributory retirement system because employees share in the expense of the annuities to which they become entitled. Employees under CSRS pay no Social Security taxes other than Medicare tax, and make a contribution to the plan based on a percentage of their gross income. USPS puts an additional amount into the plan based on a percentage of employee income. Most eligible career employees hired on or after January 1, 1987, are covered by the Federal Employees Retirement System.		HR
class			(See *mail class*.)	PC
classification		The grouping of mailable matter into mail classes, products, and price categories, according to content, weight, size, and preparation standards as defined in the Mail Classification Schedule.		GC
classified unit		Post Office stations and Post Office branches operated by USPS employees in quarters owned or leased by USPS as opposed, for example, to a contract postal unit.		RE
class marking		Required wording or corresponding abbreviation that appears on the face of the mailpiece to identify a mail class (e.g., STANDARD MAIL or the authorized abbreviation STD) or a product (e.g., Standard Post or the authorized abbreviation SP). The class marking indicates the level of service to be provided and, when combined with any required price-specific marking, the price claimed and eligibility for processing on automation equipment. Also called basic marking or product marking.		PC
class of mail			(See *mail class*.)	PC
Classroom price		A Periodicals price that is available to an authorized mailer of educational, scientific, or religious publications for scholastic or religious instruction in a classroom setting.		PC
clearance time	CT	The latest time that a type of mail (either class or destination) can pass through an operation to make the proper dispatch to the downline operation or facility by the critical entry time of that operation or facility.		MP
cleared mail		Mail accepted and verified by USPS that is ready for release to operations for processing.		MA
clerk		A general term for an employee who distributes or sorts mail and performs other allied mail processing functions or assists customers at a retail window at a Post Office, station, or branch.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Click-N-Ship®	CNS	An online USPS shipping application through *usps.com* that enables customers to print shipping labels with postage from their own computers. Additional functionalities include an address book, shipping history, batch label capability, integration with the Shipment Confirmation Acceptance Notification (SCAN) form, multiple payment options, and linking to scheduling a pickup.		US
Click2Mail.com		An online *usps.com* service managed by a licensee that enables a customer to design, address, and pay for customized mailings of cards, letters, or flats. After the data files are received, the mailpieces are printed, addressed, sorted, and presented by a contracted firm to USPS for further sorting and delivery. Also called Click2Mail.	(See also *CardStore.com* and *PremiumPostcard.com.)*	US
close-out time		The latest time that USPS can assign mail to a specific routing. The mail is due the contracted or USPS transportation before the specified departure time.		MP
cluster box unit	CBU	A centralized grouping of individually locked and keyed compartments or mailboxes, such as a wall-mounted unit in an apartment building or a free-standing neighborhood delivery and collection box unit. The carrier can generally access the individual compartments at one time by using a special key to unlock a facing or rear flat panel (front- or back-loading) or, for vertical boxes, (top-loading) an entire row of boxes that swing away from the wall to expose the tops of each box.	(See also *neighborhood delivery and collection box unit.*)	DE
CMM®		(1) An abbreviation used on mail container labels that identifies the contents as Customized MarketMail pieces. (2) A price-specific marking that is combined with the required basic class marking to indicated eligibility for the Standard Mail Customized MarketMail price. The price-specific marking can also be represented with CUST MKTMAIL or CUSTOMIZED MARKETMAIL.		PC
cobundling		An alternative preparation method for First-Class Mail pieces that allows the combining of flat-size automation price and Presorted price pieces within the same bundle under the single minimum bundle size requirement.		MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Code of Federal Regulations	CFR	A codification of the rules published in the *Federal Register* by executive departments and agencies of the federal government. USPS regulations found in the *Domestic Mail Manual* and *International Mail Manual,* are incorporated by reference in title 39 of the code. Title 39 presents USPS regulations for governance that include the Board of Governors, Post Office services, organization and administration, restrictions on the private carriage of letters, personnel, postage programs, procurement, debt obligations and Postal Money Orders, environment, and rules of procedure and practice. Title 39 also contains regulations for the Postal Regulatory Commission and regulations for market dominant and competitive products.	(See also *Mail Classification Schedule*.)	GC
Coding Accuracy Support System	CASS™	A certification process offered to mailers, service bureaus, and software vendors that standardizes addresses in address lists and improves the accuracy of matching each standardized address to the proper delivery point code, ZIP+4 code, 5-digit ZIP Code, and carrier route code. CASS certification provides a common platform to measure the quality of address matching software and to diagnose and correct software problems. Only software and products can be CASS certified. Addresses run through CASS-certified software are accurately said to be CASS processed.		AM
coil		A roll of postage stamps one stamp wide (usually in quantities of 50, 100, 3,000, or 10,000) produced in a long single row with a straight edge on parallel sides and perforations or diecuts on the other two sides. The coil format enables the mechanical application of affixing stamps to large-volume mailings and dispensing stamps from vending machines. The term coil is derived from the action of winding long strips into rolls.		ST
coil stamp		A stamp from a coil or roll of stamps.		ST
collaborative logistics		The buying and selling of unutilized truck space or empty truck space for mutual benefit. The natural imbalances of mail volume between cities and required service standards can create empty space on return trips.		TR
collate		To combine or merge two or more sets of sequence mail together into one bundle while maintaining the sequence of delivery		DE
collect		To pick up from customers or collection boxes letters, flats, and parcels that are to be entered into the mailstream as mail for processing and subsequent delivery. It is the opposite function of deliver, which is the transfer of mail from USPS to customers.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
collection		(1) The pickup of prepaid letters, flats, and lightweight parcels from street collection boxes, Post Office lobby drops, and other public deposit points. This operation is usually scheduled to meet mail processing and dispatch requirements. (2) The term also applies broadly to the pickup of prepaid letters, flats, and parcels from business and residential customers in the course of mail delivery.		DE
collection box		A four-footed, free-standing blue-painted street box that is used by the public to deposit outgoing prepaid letters, flats, and lightweight parcels. It has a rounded top and a protective opening cut in near the top that pivots to open and close to receive and protect the items. Each box is secured with special security lock called an arrow lock. The box has a uniform appearance and a nationwide identification system that shows USPS logo, type of service, and collection times provided at each box. In addition to the standard size box, there are larger boxes for high-volume areas, a Priority Mail Express box, and a relay box.	(See also *high density collection box* and *jumbo collection box*.)	DE
collection box insert		A plastic or fiberboard four-sided tub placed in an empty collection box to receive deposited mail.		DE
collection mail		Mail deposited into a collection box or lobby drop, as well as mail collected by carriers on their delivery rounds.		DE
Collection Point Management System	CPMS	A Web-based management tool that supervisors use to monitor collection schedules and maintain the facilities information. This system lets district, area, and national users review and track collection point information nationally. CPMS directly impacts External First-Class Measurement (EXFC).		DE
collection route		In city delivery service, a carrier route for picking up mail deposited into street collection boxes or mail chutes and lobby drops in buildings and mail from large companies that does not require verification. Most collection routes are motorized. Other designations include business collection routes, residential collection routes, and mixed collection routes.		DE
collection test card		A large red plastic card that is placed in a collection box to check whether collection service is being performed and within the scheduled time. The carrier collecting mail from the box returns the card to the delivery unit supervisor. Officially known as Collection Test Card, Item D-1148. Informally, also called valentine.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Collect on Delivery	COD	A Special Service for mailers who need to mail an article for which they have not received payment from the addressee. The amount due the mailer sending the article is collected from the addressee either in cash or by a personal check, and USPS returns the amount due to the mailer. The fee for mailing COD articles is in addition to postage.		PC
collector		A carrier who gathers mail from street collection boxes and building boxes and chutes and then transports it to the designated facility for processing.		DE
color letter scan camera	CLSC	Device on the Advanced Facer Canceler System 200 (AFCS 200) for image lift, indicia detection, facing, barcode reading (Intelligent Mail barcode and POSTNET barcode), and pre-ID tag detection.		EN
combination route		A motorized route that combines the functions of collection, relay, Standard Post service, or intercity or intracity routes.		DE
combination services route		A Standard Post route in which other delivery duties are performed.		DE
Combined Input/ Output Subsystem (CIOSS)	CIOSS	An extension of the Delivery Barcode Input/ Output Subsystem (DIOSS) sorter that incorporates additional components for use in Postal Automated Redirection System (PARS) processing. These operations are essentially made up of image lift of PARS and Carrier Intercept mailpieces for analysis by PARS (Lift Mode) and subsequent application of forward labels to these pieces in a second operation (Label Mode). CIOSS can also perform all letter mail sort operations that DIOSS and Delivery Bar Code Sorter (DBCS) systems perform, up to and including delivery point sequencing (DPS) operations.		EN
combined mailing		(1) A mailing in which individually addressed mailpieces of the same mail class and generally of the same price category are merged and sorted together, usually using two or more postage payment methods. A combined mailing can also consist of nonidentical-weight permit imprint mailpieces or pieces with different prices of postage affixed. (2) A Periodicals mailing that merges copies or bundles of copies of different publications to achieve the finest presort level possible or to reduce the total Outside-County postage. Each publication in a combined mailing must be authorized (or pending authorization) to be mailed at Periodicals prices. (3) A permit imprint parcel mailing that can contain Standard Mail, Package Services, and Parcel Select pieces. (4) Creation of one parcel from separate and distinguishable pieces of Media Mail and Bound Printed Matter for the same addressee, if the combined pieces form a regular machinable parcel.		MA
commemorative		A commemorative stamp.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
commemorative stamp		A postage stamp that depicts the cultural and historical heritage of the United States (e.g., important people, events, places, or special subjects of national appeal or significance). This type of stamp is usually issued at the 1-ounce single-piece First-Class Mail letter price, is printed in limited quantities, is typically large and colorful, is sold for a limited time, and is generally sought by stamp collectors.	(Compare with *definitive stamp* and *special-issue stamp*.)	ST
Commercial Base™ price	CBP	(1) A price lower than retail price that requires purchase through a channel other than retail. (2) Specifically, a discounted price schedule for First-Class Mail parcels, Priority Mail Express service, and Priority Mail service that is lower than retail prices for customers using a specified means to pay postage such as Click-N-Ship service, PC Postage, and Information-Based Indicia postage meters. It is also available for Global Express Guaranteed, Priority Mail Express International, and Priority Mail International products.	(Compare with *Commercial Plus™ price (CPP)*.)	PC
commercial mail		A general term for the types of mail products used by business mailers that require advanced preparation such as barcoding and sortation.	(Compare with *retail mail*.)	MA
commercial mailing agent	CMA	A private third party that engages in a principal-agent relationship to provide services related to mail preparation and mailing for clients.		RE
commercial mail receiving agency	CMRA	A private business that acts as the mail-receiving agent for specific clients. The business must be registered with the Post Office responsible for delivery to the CMRA.		RE
commercial contract price		An incentive available through a negotiated contract generally with a large-volume mailer.	(See also *negotiated service agreement (NSA)*.)	SH
Commercial Plus™ Cubic price		A discounted price schedule for Priority Mail that consists of five price tiers, based on zone and the package size (cubic volume) rather than weight. Packages can range in size up to one-half cubic foot and weigh up to 20 pounds.		SH
Commercial Plus™ price	CPP	A discounted price schedule for First-Class Mail parcels, Priority Mail Express service, and Priority Mail service that is lower than retail prices and Commercial Base prices for customers shipping a required annual minimum number of pieces and using a specified means to pay postage such as Click-N-Ship service, PC Postage, and Information-Based Indicia postage meters.	(Compare with *Commercial Base™ price (CBP)*.)	PC
commercial price		(1) A general term that distinguishes postage prices such as presorted or automation prices available to mailers who meet various preparation requirements and minimum volumes versus retail prices (i.e., single-piece prices) available to the public and not requiring special preparation or minimum volumes. (2) Commercial Base and Commercial Plus prices.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
commercial volume price		An incentive available to a mailer mailing above specified volume levels.		SH
commingle		To integrate dissimilar mail (such as subscriber and nonsubscriber copies, machinable and irregular parcels) into the same mailing.		MA
committed space		The specific amount of space (in cubic feet) set aside for transporting mail aboard an aircraft or flight.		MP
community Post Office	CPO	A contract postal unit that provides service in a community where an independent Post Office has been discontinued. A CPO bears its community's name and ZIP Code as part of a recognized mailing address.		RE
Competitive Ancillary Service	CAS	A product designation within the competitive products category that includes services such as Adult Signature that are available for specific mail classes and products and can often be combined with other services.	(See also *Ancillary Service*.)	PC
competitive products		A category of postal products and services (commonly referred to as shipping services) for which similar products and services are offered by private sector carriers. Pricing changes occur annually, and USPS is free to price competitive products as long as they cover their costs, are not subsidized by market dominant products (also known as mailing services), and make an appropriate contribution to institutional costs. Competitive products include Priority Mail Express service, Priority Mail service, Parcel Select service, Parcel Return Service, Premium Forwarding Service, and most international mail products except First-Class Mail International service, which is categorized as a market dominant product.	(Compare with *market dominant products*.)	GC
Competitive Products Fund		A statutory accounting construct established in the U.S. Treasury by 39 USC 2011 through which are deemed to flow all of the costs and revenues of competitive products. It is a revolving USPS fund without fiscal year limitation for the payment of costs attributable to competitive products and all other costs incurred by USPS to the extent allocable to competitive products. USPS deposits into the fund revenues from competitive products, amounts received from USPS-issued obligations, interest and dividends earned on investments of the fund, and any other receipts to the extent allocable to competitive products. The official name is Postal Service Competitive Products Fund.	(See also *competitive products*.)	GC
Complement Information System			(See *Web-based Complement Information System (WebCOINS)*.)	HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
complete address		An address that has all the address elements necessary to allow an exact match with the current USPS ZIP+4 and City State files to obtain the finest level of ZIP+4 and delivery point codes for the address. It is normally a standardized address and contains three required address lines in order from top to bottom: recipient line (personal name or organizational name), delivery address line (street address), and last line (city, state, and ZIP Code line). It can also include an optional attention line above the recipient line.		AM
compound perforation		Different gauge perforations that are on different (normally adjacent) sides of a single stamp.	(See also *perforation*.)	ST
Comprehensive Statement on Postal Operations		An annual document that reports on customer, employee, and operational developments for the past fiscal year, with more detailed reporting on key corporate goals and strategy initiatives.		SP
computer-assisted keyboard training	CAKT	A method of using computer simulation to teach machine mail sorting.		HR
computer-assisted scheme training	CAST	A means of providing scheme training to manual distribution clerks and testing them through computer graphic representation of sortation items.		HR
Computerized Delivery Sequence	CDS	An electronic 5-digit ZIP Code file that provides and updates delivery sequence address information by carrier route on customer-provided address lists.		AM
Computerized Forwarding System	CFS	A centralized, computerized address label-generating operation that performs address correction services and forwards or returns undeliverable-as-addressed (UAA) mail that cannot be processed in the Postal Automated Redirection System. Data to support CFS is derived from the change-of-address information supplied by customers as well as information in address databases.		AM
Computerized Meter Resetting System	CMRS	An electronic system that permits users of approved postage evidencing systems to reset such devices at their places of business.		PT
Computerized On-Site Data Entry System	CODES	A computerized data entry system that uses portable computers to record data for the In-Office Cost System and other statistical programs that are designed to attribute costs to and report revenue, pieces, and weight for each mail class and product. CODES also provides administrative processing and telecommunications.		FI
concatenated barcode		A parcel barcode (symbology GS1-128) that combines the package identification code that uniquely identifies a parcel and the postal routing code (delivery ZIP Code).		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
concentration and convoy	CON-CON	(1) The concentration (amassing at specific points) and convoy (transport) of Registered Mail pieces under controlled conditions. The pieces are dispatched by air to and/or from designated airports with the CON-CON program. (2) A lockable rectangular container made of heavy-duty plastic used to transport Registered Mail pieces originating at a CON-CON point.		MP
Confirm®		A subscription-based stand-alone Special Service that provides an authorized subscriber with data electronically collected from the scanning of specially barcoded mailpieces as they pass through automated mail processing operations. Confirm service lets mailers receive near real-time processing data and determine estimated delivery information electronically to track their outgoing and incoming mail. The acronym originally signified Computerized Online Notification for Inbound Reply Mail when the service was first launched for incoming mail only.		PC
Consolidator		A mailing agent who aggregates mailings into a single mailing, especially plant-verified drop shipment (PVDS) mailings, prepared by individual mailers and cleared at the origin office. The consolidator then transports the aggregated mailing for entry at a destination facility such as a sectional center facility.		MA
consumer advocate		A USPS officer appointed by, and serving under the direction of, the postmaster general. This officer represents the interests of the individual mail user, recommends policy changes to improve service, responds to consumer concerns, and informs consumers about postal products and services.		CA
consumer commodity		A hazardous material that is packaged and distributed in a quantity and form intended or suitable for retail sale and designed for consumption by individuals for their personal care or household use purposes. This term can include certain drugs or medicines. Not all hazardous material permitted to be mailed as a limited quantity can qualify as a consumer commodity.		PC
contact point		A specific area or point designated for the exchange of mail between USPS and a transportation company (e.g., a carrier) or agency.		TR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
container		(1) Generally, anything that may be used for mailing letters, flats, or merchandise such as envelopes, rolls and tubes, boxes, and crates. (2) Any mail transport equipment used to hold more than one mailpiece. The term includes a sack, pouch, hamper, nutting truck, basket, letter tray or flats tray and a variety of boxes and carts. (3) Mail transport equipment used to move mail in a postal facility or between authorized postal facilities. This equipment includes the Amtrak container, network distribution center over-the-road (NDC-OTR) container, NDC in-house container, CON-CON container, multipurpose containers (eastern region mail container and general purpose mail container), and wire container.		MP
container cart		A small four-wheeled cart used by city carriers to deliver mail on their routes.		DE
containerize		To place individual mailpieces or units of mailpieces like bundles into mail transport equipment such as sacks or trays. Less frequently, to place containerized units of mailpieces such as sacks or trays onto pallets or into rolling stock.	(See also *palletize*.)	MP
containerized office		A postal facility designated to send and receive bulk mail in network distribution center containers, general purpose mail containers, flat trays, and letter trays.		MP
container pouch		A pouch that encloses several small or lightly loaded pouches all dispatched to the same downstream point for delivery to individual destinations. It reduces handling and prevents loss between origin and delivery points.		MP
Container Transport System	CTS	An electromechanical system for the movement of full or empty mail containers within a network distribution center. It uses programmed commands or guides to save manual labor. Also called towveyor.		MP
content identifier number	CIN	A code number that represents and identifies the level of tray or sack and mail class or product for sorted mailpieces.		MP
content line		One of three required informational lines printed on the outside container label that identifies the mail inside the container by mail class, mail processing category, presort level, barcoding, and other criteria (e.g., FCM LTR AADC BC). It is the second line from the top of the three informational lines.	(Compare with *destination line* and *office of mailing line*.)	MP
contingency stamp		A temporary nondenominated stamp issue permanently valid for the amount of a First-Class Mail 1-ounce letter price announced by USPS after approval of a price change.		ST
Contract Access Retail System	CARS	A USPS-provided mailing system that incorporates the essential retail functions of a contract postal unit along with automated daily accounting and reporting to enable performance-based contracts and analysis of transaction types.		RE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
contracting officer representative	COR	A person authorized to monitor contracts on behalf of USPS.		SM
contract postal unit	CPU	A postal unit that is a subordinate unit within the service area of a main Post Office. It is usually located in a store or place of business and is operated by a contractor who accepts mail from the public, sells postage and supplies, and provides selected Special Services (e.g., Postal Money Order or Registered Mail). Also called contract branch, contract station, and community Post Office unit.		RE
Contract Delivery Service	CDS	A contractual agreement between USPS and an individual or company for the delivery and collection of mail to individual customers. It is considered one of the three available carrier delivery types (city, rural, contract). CDS employees are not USPS employees but independent contractors required to provide the same services provided on either city routes or rural routes, depending on the agreement. CDS routes were formerly known as highway contract routes.	(See also *highway contract route (HCR)*.)	DE
contribution		Revenue per piece minus attributable cost per piece. The difference between the revenue earned from a mail class and the volume-variable costs for that mail class. For example, if a mail class earns $1.5 billion and its volume-variable costs are $1 billion, the mail class covers its costs and the difference of $500 million is the contribution made by that mail class to USPS costs of operating.		FI
convenience deposit point	CDP	A local facility (i.e., an associate office or retail unit) to which an authorized mailer presents mail for subsequent acceptance and verification at a sponsoring business mail entry unit (BMEU). The mail is transported to a BMEU for verification and acceptance.		MA
conversion		A change in an employee's status or tenure from one category of employment to another, such as from part-time to full-time or from noncareer to career.		HR
conversion rate		The factor used for specific types and classifications of mail when converting weight, containers, or feet of mail to number of pieces.		FI
conveyor		The mechanical or gravity-operated belt or rollers for transferring mail between car or vehicle and platform, or from one location to another in a postal facility. Also called sorting conveyor.	(See also *gravity roller conveyor*, *loading conveyor*, and *surge conveyor*.)	EN
convoy		To escort and guard Registered Mail pieces or other accountable items.		DE
cooperative mailing		(1) Any promotional mailing shared by several organizations or companies that target the same audience to reduce mailing costs by putting all the advertisement inserts such as coupons into the same mailpiece. (2) A mailing made jointly by one or more organizations authorized to mail at nonprofit Standard Mail prices at the same Post Office.	(Compare with *joint mailing*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
copalletize		To combine and present together on pallets mail from two or more different or separately generated production streams.	(See also *palletization*.)	MA
copyright block		(philatelic) Block of four or more stamps that includes the copyright notice in the selvage.		ST
cord fastener		A label holder with attachment that fastens the cord that closes the mouth of a sack.		MP
Corporate Account			(See *USPS Corporate Account*.)	SH
Corporate Business Customer Information System	CBCIS	An integrated system that provides revenue and volume data by compiling actual postage payment and volume data from financial systems such as *Postal One!* system, Official Mail Accounting System (OMAS), National Meter Account Tracking System (NMATS), and Electronic Marketing Reporting System (EMRS).		SA
Corporate Complement Management	CCM		(See *Web Corporate Complement Management (WebCCM)*.)	HR
Corporate Customer Contact	CCC	An organization that provides technology-assisted guidance and information for USPS products and services through a toll-free call center infrastructure that centralizes customers calls.		CR
Corporate Data Base	CDB	A collection of information from major financial and operating systems, used for the allocation, management, and control of postal resources. It contains data on revenues and expenses, pricing and costing, volume and productivity, service performance, and workhours and benefits.		IT
Corporate Information System	CIS	An online source for the statistical files of postal financial and operating systems.		IT
Corporate Succession Planning	CSP	The process through which employees are identified as potential successors for Postal Career Executive Service positions.		HR
Correction of Address Lists		An Address Management Service for which USPS charges a per piece fee for each address record corrected and coded, with a minimum charge per list submitted.		AM
Cost and Revenue Analysis	CRA	A report that shows revenue and types of costs (e.g., volume-variable costs, product-specific costs) for all mail classes, products, and services. CRA data is used for supporting proposed changes to postage prices.		FI
cost ascertainment group	CAG	A method that classifies Post Offices according to volume of revenue generated. CAG A-G offices have 950 or more revenue units; CAG H-J offices have 190 to 949; CAG K offices have 36 to 189; and CAG L offices have fewer than 36. Formerly, Post Offices were classified as first-, second-, third-, and fourth-class offices.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
cost center		A postal facility that reports financial transactions through one of the approved revenue systems. Each cost center is assigned a 10-digit number (6-digit finance number plus 4-digit unit ID). Cost centers report their financial activity each day that they are scheduled to be open for business.		FI
cosack		To place bundles of flats claimed at automation prices or presorted barcoded prices in the same sack with bundles of flats claimed at nonautomation presorted prices or presorted nonbarcoded prices.		MA
cost coverage		Revenue per piece as a percentage of attributable cost per piece (unit revenue divided by attributable cost).		FI
cotray		To place bundles of flats claimed at automation prices in the same flats tray with bundles of flats claimed at nonautomation presorted prices.		MA
courtesy box			(See *snorkel collection box*.)	DE
(courtesy reply mail	CRM	Envelopes or postcards that a mailer provides to its customers to expedite delivery of their responses. The customer affixes the reply postage before mailing. The CRM envelope or postcard is generally enclosed in the original mailpiece sent to the customer.		MS
counterfeit		(1) A forged stamp, other official or authorized form of postage (e.g., a Stamped Card or Information-Based Indicia), or a Postal Money Order or other item, including identification documents and official filings, intended to be sold as genuine and deceive postal authorities. (2) To make for use or sale a fraudulent reproduction of a postage stamp, other official or authorized form of postage, Postal Money Order, or similar postal items of value.		IS
counterstack		To build a stable bundle of flats or other pieces of nonuniform thickness by first dividing the pieces into approximately equal groups with addresses face up and rotating each group 180 degrees from the preceding and succeeding groups as the groups are placed on top of each other. Counterstacking stabilizes bundles placed on pallets and creates bundles that take up less space in mailing containers.		MA
cover		An envelope or wrapper covering the content of a mailpiece and receiving any required stamp cancellation or other marking applied during mail processing. A cover bears the delivery and return addresses, postage, and other mailer-applied endorsements and service markings.		ST
CR		An abbreviation used on mail container labels that identifies the contents as carrier route mail all destined to one carrier route.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Cradle to Cradle certification	C2C	A scientifically based process and system of certification that establishes 39 specific criteria to assess the environmental attributes of inputs and outputs used in manufactured goods. Most Priority Mail Express, Priority Mail, and ReadyPost packaging and other products are Cradle to Cradle certified. “C2C Certification” is a protected term of McDonough Braungart Design Chemistry (MBDC).		SU
craft		A designation used to classify various related employee positions within a broader group that is a bargaining unit represented by a union. The craft is determined by the type of work performed and the similarity of duties and responsibilities shared by the employees such as those in the clerk craft or the maintenance craft.		HR
craft employee			(See *bargaining unit employee*.)	HR
Critical Mail		A category of Priority Mail that is available for automation-compatible letters and flats bearing an Intelligent Mail barcode. Critical Mail is charged a flat rate across all destination zones regardless of weight, with separate prices for letters and flats. USPS-produced Critical Mail envelopes are required. Mailers must have a customer commitment agreement and mail more than 5,000 Priority Mail and Critical Mail pieces during a calendar year.		SH
CR-RT		A shortened abbreviation of CR-RTS.		MP
CR-RTS		An abbreviation used on mail container labels that identifies the contents as carrier route mail destined to more than one carrier route within the ZIP Code specified on the labels.		MP
critical acceptance time	CAT	The latest time that mail can be presented to an acceptance unit for verification for Day Zero processing.		MA
critical entry time	CET	(1) For mailers, the latest time that a reasonable amount of a mail class or product can be received at the platform at designated induction points in the postal network for it to be processed and dispatched in time to meet service standards (i.e., the latest time when mail can be presented to postal operations of Day Zero processing). (2) For USPS, the latest time that committed mail can be received in an operation and still be processed before clearance time to meet the service standard for mail processing, dispatch, and final delivery.		MP
Critical Parts Center	CPC	A national supply center reporting to Headquarters that stocks retail and delivery equipment (Point of Service One (POS ONE) and Intelligent Mail Device (IMD)) and expendable items. The CPC is located in Plainfield, IN.		SM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
cross boundary		Mail shipments that are transported from one network distribution center (NDC) or auxiliary service facility (ASF) area to a facility in another NDC or ASF area. The shipment bypasses the parent NDC of the originating or destinating facility.		MP
cross-docking		A dock transfer that entails transporting mail that has not and will not be processed in the facility. Mail or equipment may be transported directly between two vehicles, between a vehicle and a staging area, or between two staging areas. The staging areas may be on the platform or inside the facility.		MP
cull		(1) To remove nonletter mail (such as small parcels, rolls, and odd-shaped material) from letter mail (and nonmachinable mailpieces from machinable and automation pieces) by hand or machine. During culling, specials (such as accountable mail) and flats are segregated from other letter mailpieces. (2) To remove mail from containers such as sacks or trays for the first time before it enters the mailstream.		MP
culling and facing conveyor		A mechanized letter-facing conveyor with a collection sack shakeout hopper and a conveyor belt top for culling, combined with a two-channel edger-feeder to dual stackers.		EN
curbline motorized route		A motorized city route on which 50% or more of the possible deliveries are made to customer mailboxes at the curb.	(See also *curbside delivery*.)	DE
curb route			(See *curbline motorized route*.)	DE
curbside delivery		A mode of city delivery service in which the carrier (walking or driving a vehicle) delivers the mail to customer mailboxes installed at the curb. Also called curbline delivery.	(Compare with *sidewalk delivery*.)	DE
curbside route		A motorized or foot route on which more than 50 percent of the delivery points to which the carrier delivers mail is to mailboxes installed at the curb.		DE
curtailed mail		Noncomitted mail that the carrier cannot case before scheduled delivery-route leave time and is authorized to leave for casing the next day. Also, the nondelivery of mail to a customer in cases where the premises are hazardous (e.g., an unrestrained a dog).	(See also *delay of mail*.)	DE
CUST MKTMAIL		A price-specific marking that is combined with the required basic marking (class marking) to indicate eligibility for the Standard Mail Customized MarketMail price. The price-specific marking can also be represented with CMM or CUSTOMIZED MARKETMAIL.		PC
Customer Connect®		A joint lead and revenue generation program between the National Association of Letter Carriers (NALC) and USPS. It encourages city carriers to leverage their business relationship with customers by identifying new postal opportunities and obtaining customer concurrence to meet with sales representatives.	(See also *Business Connect®* and *Rural Reach®*.)	SA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Customer Data Mart	CDM	A single repository of customer transactions and activities across multiple service channels that improves management of customer relationships. It is built on the Customer ID (CID) system and provides reports and dashboards.		SA
Customer Experience Measurement	CEM	A survey system that measures the end-to-end experience of doing business with USPS and how customers view service quality. It aims to improve understanding of where customer expectations are not met so effective improvements can be made. CEM replaced Customer Satisfaction Measurement.		CA
customer hold mail		(1) Mail that is held at the Post Office at the addressee's request such as a vacation hold or mail for which a notice of attempted delivery has been left with the addressee by the carrier. (2) Hold for Pickup service as requested by the sender. (3) Firm holdout mail.		RE
Customer ID	CID	A repository of customer name and address data that is used to match and cross-reference customer data across many customer-facing USPS systems. It assigns a unique 10-digit ID number to every business entity or individual person at an address who uses a service of USPS.		SA
Customer Label Distribution System	CLDS	A Web-based application that enables mailers to create, edit, and submit Intelligent Mail Tray Label orders online for printing by the Topeka Label Printing Center.		IM
customer mail receptacle		Every letterbox or other receptacle intended or used for the receipt or delivery of mail on any city delivery route, rural delivery route, highway contract route, or other mail route is designated an authorized depository for mail within the meaning of 18 USC 1702, 1705, 1708, and 1725. Door slots and nonlockable bins or troughs used with apartment house mailboxes are not letterboxes within the meaning of 18 USC 1725 and are not private mail receptacles for the standards for mailable matter not bearing postage found in or on private mail receptacles. The post or other support is not part of the receptacle.		DE
Customer Notification Letter	CNL	A USPS communication sent to the new address of a customer who submits a change-of-address (COA) order. This letter serves to confirm the COA information.	(See also *Move Validation Letter (MVL).*)	AM
Customer Registration ID	CRID	A number up to 15 digits long that is created by the Customer Registration system in the Business Customer Gateway that uniquely identifies a customer at a location and connects the customer's company information by physical address across multiple applications and to any account established for the customer. A CRID is associated with every customer regardless of permit number or Mailer ID and is confidentially treated like an account number.		IM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Customer Satisfaction Measurement	CSM	(obsolete)	(See *Customer Experience Measurement (CEM)*.)	CA
Customer Service Staffing Opportunity Model	CSSOM	A performance management tool developed to improve operational efficiency by identifying earned workhours and complement. The user can drill down from the national level to just a finance number. Managers can identify offices with opportunity in Customer Service staffing using various reports that show workhour variances and trends in current and projected workloads.		RE
Customer Service Variance	CSV	An electronic management tool using nationally established factors that helps align and optimize staffing to changes in customer transactions in Post Office retail lobbies. CSV uses automated data sources such as Facilities Database (FDB), End of Run (EOR), eFlash, Retail Datamart (RDM), Address Management System (AMS) and WebCOINS.		RE
customer/supplier agreement	CSA	A written notice that confirms, for a commercial mailer, the origin-entry preparation requirements and the acceptance window times necessary for mail to be considered entered into the postal network on Start-the-Clock Day Zero (Day-0). Day-0 represents the date a mailpiece enters the mailstream and the date when the clock starts for purposes of service performance measurement. A CSA typically includes a schedule of transportation times, mail containerization specifications, designated postal mail facility entry locations, and time-sensitive mail entry instructions.		MA
customer support ruling	CSR	An official clarification of a mailing requirement issued by USPS when needed. The ruling presents examples of specific mailpieces and an analysis of how the mailing standard applies.	(See also *national customer ruling (NCR)*.)	PC
customer trust fund account			(See *trust fund account*.)	FI
Customized MarketMail®	CMM®	An option that permits the mailing of nonrectangular and irregular-shaped Standard Mail pieces if the pieces meet certain physical characteristics and preparation requirements.		PC
Customized Postage		A Special Service that is a product/service provided by authorized PC Postage vendors that allows customers to personalize and print postage with photographs or other graphics that are reviewed by the vendors and determined to comply with USPS policy.		PT
Customized Shipping Services Contract	CSSC	A Web-based application that allows mailers to ship parcels at special prices as detailed in a contract. Each contract has two parts: the contract and one or more pricing products. A mailer may have only one active contract at a time, and a contract may be not exceed a year.	(See also *negotiated service agreement* and *commercial contract price*.)	SH

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
customs mail		Mail originating outside the customs territory of the United States (CTUS) and addressed for delivery within the CTUS that is subject to customs inspection.		IN
cut square		(philatelic) A rectangular cutting from stamped stationery that includes the imprinted or embossed postage indicia. Collectors prefer collecting complete stamped stationery rather than cut squares.		ST
cutoff time		(1) The latest time that mail can be accepted for processing to meet service standards for the specific mail class or product. (2) A time set by the unit manager at which a carrier makes a final withdrawal of mail from the distribution case before preparing to leave for the assigned route.		MP
damage, repair, and rewrap		Manual activities related to damaged mail removed from the mailstream that must be repaired or rewrapped before it can be processed further or delivered.		MP
data collection technician	DCT	An employee dedicated to statistical work that entails gathering and recording data from mail samples and other valid sources.		FI
data conversion operator	DCO	An employee at the remote encoding center (REC) who views images of unreadable addresses transmitted to the REC from a processing facility and keys in the appropriate information to resolve the address so that the mailpiece can be processed.		MP
DATAKEEPER		A system that allows field users access to a collection of databases extracted from personnel and payroll files that are maintained by the Integrated Business Systems Solutions Center.		IT
daylight container		Mail transported at a specified transportation rate in containers (owned by carriers) on airline flights scheduled to depart between 6:01 a.m. and 8:59 p.m.		TR
Day Zero	D-0	The date when a mailpiece enters the mailstream and the date when the clock starts for purposes of service performance measurement.		MP
DBCS Input/Output Subsystem	DIOSS		(See *Delivery Bar Code Sorter Input/Output Subsystem (DIOSS)*.)	EN
DDU		(1) A presort level in which all pieces or all pieces in the bundle or container are addressed for delivery within the service area of the same destination delivery unit (DDU) and entered by the mailer at that facility. (2) A price category or discount available for some mail classes or products prepared at a DDU presort level. Some mail classes or products require further sortation by carrier line of travel or walk sequence.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
deadhead		(1) To unload the mail from a vehicle then drive the empty vehicle back to its point of origin or to another point without picking up any more mail. (2) To retrace part of a route without delivering mail, such as along a street with houses on one side only. (3) To travel over a part of the line of travel of a route on which no deliveries are made.		TR
dead letter office			(See *mail recovery center*.)	CA
dead mail		Mail that is undeliverable as addressed or undeliverable at a forwarding address and cannot be returned to the sender (usually because there is no return address on the piece or the classification of the mail does not entitle it to return service).	(Compare with *live mail*.)	AM
dead parcel branch			(See *mail recovery center*.)	CA
decision analysis report	DAR	A document developed by the requiring organization to justify a project investment and to assist the approving authorities in making decisions concerning the use of USPS funds.	(Compare with *justification of expenditure (JOE).)*	FI
decision storage unit	DSU	A temporary storage space for resolved address images waiting to be run on the Output Subsystem.		EN
declining block rate		A pricing structure that offers customers incentives to mail greater volumes by reducing the per-piece price based on one or more thresholds that must be reached to receive the lower price. The pricing structure can be designed in various ways, including tiers that provide successively lower per-piece prices the greater the volume of mail	(See also *negotiated service agreement (NSA)*.)	PC
defective		(informal) A damaged pouch, sack, lock, or key.		MP
definitive		A definitive stamp.		ST
definitive stamp		A regular postage stamp issued in unlimited quantities or often as part of a thematic series. These stamps vary in denomination and remain on sale for an indefinite period. Also called mail use stamp.	(Compare with *commemorative stamp* and *special-issue stamp*.)	ST
DEL		An abbreviation used on mail container labels that identifies the contents as mail destined for a delivery unit. Generally used only on Customized MarketMail container labels.		MP
delay of mail		The curtailment of noncommitted mail that cannot be cased or processed before scheduled delivery-route leave or vehicle dispatch times.	(See also *curtailed mail*.)	MP
deliver		To take mail from the Post Office or delivery unit to the customer or to provide customer pickup through a Post Office Box or at a window or dock. It is the opposite function of collect, which is the transfer of mail from the customer to USPS.	(Compare with *collect*.)	DE
Deliver®		A publication on trends, developments, and products used for direct mail.		CO

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
delivery		The act of taking mail from the Post Office to the customer. The mail itself taken to the customer's business or residential delivery address or picked up at a Post Office whether Post Office Box, window, or dock.		DE
delivery address		The location (destination) to which a mailpiece is delivered. Except for mail prepared with a detached address label, the piece must show the address of the addressee (intended recipient) on the side bearing postage stamps or postage indicia. On letter mail, the delivery address is usually placed in the lower right.	(Compare with *return address*.)	AM
delivery address format		Required address elements on all mailpieces that include the intended recipient's name; a house or building number and street name (plus apartment/suite number, if applicable), or a Post Office Box number, or a rural route or highway contract route designation with a box number, or a general delivery address; and city, state or state abbreviation, and ZIP Code or ZIP+4 code.	(Compare with *alternative addressing format*.)	AM
delivery address line		A separate address line that contains the street address or Post Office Box address to receive the mail. This line is between the recipient line above and the last line (city, state, and ZIP Code line) below.	(See also *complete address*.)	AM
delivery bar code sorter	DBCS	An automated letter sorting machine that is used for letter-size mail already barcoded either by mailers or by USPS on other mail processing equipment. The high-speed multilevel DBCS can sort mail in carrier walk sequence, eliminating additional sorting at the delivery unit. The DBCS can also sort letter mail to carriers in sector-segment sequence using a two-pass operation. Sector-segment sorting places the mail in block face delivery sequence.	(Compare with *Delivery Bar Code Sorter Input/ Output Subsystem (DIOSS)* and *Delivery Bar Code Sorter/Output Subsystem (DBCS/OSS)*.)	EN
Delivery Bar Code Sorter/Output Subsystem	DBCS/OSS	A version of the Delivery Bar Code Sorter (DBCS) system modified with a high-speed ink jet printer (IJP) and interface to the decision storage unit (DSU) that allows the printing of POSTNET barcodes on ID-tagged mail that has been coded by back-end processes such as remote computer reader (RCR) or recognition (REC) keying. The DBCS/OSS supports all other operations performed by the standard DBCS system, up to and including delivery point sequencing (DPS) operations.		EN
Delivery Bar Code Sorter Input/Output Subsystem	DIOSS	A multifunction letter mail processing system based on the Delivery Bar Code Sorter (DBCS) with additional components for optical character recognition (OCR) and image lift to the Input Subsystem (IPSS) as well as supporting Output Subsystem (OSS) capabilities to spray barcodes on back-end processed mail. This system can perform all operations of the standard DBCS, up to and including delivery point sequencing (DPS) operations.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Delivery Confirmation™	DC or DelCon	A Special Service that provides information about the date and time an article was delivered or, if delivery was attempted but not successful, the date and time of the delivery attempt. USPS Tracking included in all Priority Mail and Standard Post) service is available only at the time of mailing, and no record is kept at the office of mailing. Two service options are available: (a) an electronic option for mailers who apply identifying barcodes to each piece, submit an electronic file, and retrieve delivery status information electronically; or (b) a retail option for mailers who purchase the service at an Automated Postal Center (APC) or affix a USPS-provided barcoded label and retrieve delivery status via *usps.com* or by telephone.	(See also *Signature Confirmation™*.)	PC
Delivery Operations Information System	DOIS	A national computer application that helps supervisors manage delivery unit office tasks such as preparing mail before delivery, planning street activities from the office, and handling route inspections and adjustments.	(See also *pivot*.)	DE
delivery point	DP	(1) A single mailbox or other place to which mail is delivered. A street address does not necessarily represent a single delivery point because a street address such as one for an apartment building may have several delivery points. (2) A specific set of digits between 00 and 99 assigned to every address that is combined with the ZIP+4 code to provide a unique identifier for every delivery address. The DP is encoded within the POSTNET or Intelligent Mail barcode.		AM
delivery point barcode	DPBC	A general term for a POSTNET barcode that contains the nine digits of the ZIP+4 code plus two digits, which are generally the last two digits of the primary street address number (or Post Office Box, etc.). The barcode can also be formed from firm (unique) 5-digit ZIP Codes and individual (unique) ZIP+4 codes. The DPBC allows automated sortation of letter mail to the carrier level in walk sequence. The term is not used for an Intelligent Mail barcode containing a delivery point code.		EN
delivery point code	DPC	In mail processing and address management, the finest depth of code to which a mailpiece can be sorted by its address. It is usually the 11-digit numeric code formed from the ZIP+4 code and the last two digits of the primary street address number (or Post Office Box, etc.) and represented by the delivery point barcode. The DPC can also be a firm (unique) 5-digit ZIP Code or an individual (unique) ZIP+4 code.		AM
Delivery Point File	DPF	An electronic file that contains a record for every delivery point in the United States, including Post Office Boxes.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
delivery point sequence	DPS	(1) The arrangement of mail into delivery order by using the delivery point code and other data elements. (2) An automated process of sorting mail by carrier routes into delivery order, eliminating the need for carriers to sort the mail manually in the delivery unit prior to their departure to the routes. (3) The sort plan or scheme in which letter mail is sorted to walk sequence for carrier routes using barcode sorting equipment such as the delivery bar code sorter. Depending on the barcode sorting equipment, DPS typically entails two or three passes to reach walk sequence order. (4) To sort mail into delivery order using this automated process.		MP
Delivery Point Validation	DPV®	An address management product that identifies whether a ZIP+4 coded address is currently represented in USPS delivery file as a known address record. The DPV product enables users to confirm known USPS address as well as identify potential addressing issues that could hinder delivery.		AM
delivery sequenced mail		Mail that is arranged in delivery order for a particular carrier route. This mail requires no primary or secondary distribution.		MP
Delivery Sequence File	DSF		(See *DSF²®*.)	AM
Delivery Sortation Management Automation Research Tool	DSMART	An Internet-based application that provides consolidated analysis of letter mail quality by comparing counts of mail through final pass automation equipment with the Address Management System database and Delivery Point File in order to improve address quality.		AM
Delivery Statistics		An address management database file that defines the number of Post Office Boxes and business and residential deliveries on city, rural, and highway contract routes for every ZIP Code.		AM
Delivery Type		An address management database file that identifies the types of deliveries made to each ZIP Code (i.e., street addressed delivery, rural addressed delivery, PO Box delivery, general delivery, military ZIP Code, unique ZIP Code, and other or nonactive delivery). It also includes state abbreviation and county name and number.		AM
delivery unit		A Post Office, Post Office station, or Post Office branch or other facility such as a carrier annex that has carrier mail delivery functions.		DE
deltiology		(philatelic) The study and collection of postcards.		ST
denomination		The number on a postage stamp other than a nondenominated stamp that indicates the value. Some modern U.S. stamps less than $1.00 do not display the word “cents” or the cent symbol with the denomination.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Density Analysis System	DAS	A computerized system that collects and analyzes information on mail volume by ZIP Code. It is used to increase the efficiency and productivity of a facility's automated mail sorting and manual distribution equipment.		MP
Department of State mail		Certain types of personal mail transmitted by the U.S. Department of State to authorized U.S. citizens who are employees of the federal government stationed abroad. Authorized mailers pay domestic postage prices and are not subject to foreign customs clearance standards. Some Department of State branch Post Offices are designated as Diplomatic Post Offices in the address line.		IN
deposit		(1) To place postage-paid articles into a collection box or other USPS receptacle. (2) To leave plant-verified drop shipment postage-paid articles on a loading dock or other place designated by USPS for acceptance.	(Compare with *present*.)	MA
depredation		Robbery or pilfering of funds from the mail.		IS
deputy postmaster general	DPMG	A member of the Board of Governors, jointly appointed by the postmaster general and the Board of Governors.		GC
descender		In Intelligent Mail barcode symbology, the bar that covers two of the three possible regions (from bottom to top): the descending (bottom) region and tracking (middle) region. It does not cover the ascending (top) region.	(See also *ascender*, *full bar*, *half bar*, and *tracker*.)	EN
designated operator	DO	An entity officially designated by a member country of the Universal Postal Union (UPU) to provide postal services and fulfill its treaty obligations to the UPU.	(See also *postal operator*.)	IN
designated Post Office™	DPO	A Post Office at which a Centralized Postage Payment (CPP) system mailer maintains the account from which postage for Periodicals mailings is withdrawn.		PC
designation/activity code	DAC	The combination of the two-digit designation code that indicates an employee's type of position and workforce designation followed with the one-digit activity code that indicates functional area in which the employee is assigned.		FI
designation code		A two-digit number that indicates the type of position and workforce designation (such as full-time or part-time) to which an employee is assigned so that the proper salary account is charged. The designation code is often joined with the one-digit activity code to form the designation/activity code.	(See also *labor distribution code (LDC)*.)	FI
destinate		(1) To be the intended point of delivery for mail. (2) To arrive at the intended final delivery address, whether the original delivery address on the mailpiece or a forwarded or corrected delivery address.	(Compare with *originate*.)	MP
destinating mail		Incoming mail arriving for its point of final delivery (destination) through a processing facility.	(Compare with *originating mail*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
destination		(1) The intended or actual final delivery point for mail. (2) A qualifier that identifies where mail is to be delivered such as destination ZIP Code or where mail is to be entered such as destination delivery unit.	(Compare with *origin*.)	MP
destination area distribution center	DADC	The area distribution center or other postal facility designated as an ADC where a mailer enters mail directly.		MP
destination area distribution center price	DADC price	A Periodicals price for pieces properly prepared and entered by the mailer at the area distribution center (ADC) or other postal facility designated as an ADC that serves the delivery address on the mail. The mailer receives the lower price because of the reduction in USPS transportation and distribution costs.		PC
destination bulk mail center	DBMC	(obsolete)	(See *destination network distribution center (DNDC)*.)	MP
destination Caller Service		Caller Service provided at the postal facility to which the caller's mail is addressed.	(Compare with *accelerated reply mail (ARM)*.)	PC
destination country		The country to which a mailpiece is addressed.		IN
destination delivery unit	DDU	The delivery unit or other postal facility designated by USPS as a delivery unit where a mailer enters mail destined for addresses served by the carriers of the unit. Mail entered correctly at a DDU may be eligible for a DDU discount or price.		MP
destination delivery unit discount	DDU discount	A Standard Mail discount for pieces properly prepared and entered by the mailer at the delivery unit that serves the delivery address on the pieces. The mailer receives the discount because of the reduction in USPS transportation and distribution costs.		PC
destination delivery unit price	DDU price	Periodicals, Parcel Select, and Bound Printed Matter prices for pieces properly prepared and entered by the mailer at the delivery unit that serves the delivery address on the pieces. The mailer receives the lower price because of the reduction in USPS transportation and distribution costs.		PC
destination entry		(1) The deposit of plant-verified drop shipment mail by the mailer at a postal facility such as a delivery unit, sectional center facility, or network distribution center that serves the delivery address of the mail. (2) A price category or discount for certain types of mail.		PC
destination entry discount		A postage reduction from a base price for mail that a mailer transports directly to a postal facility. Generally, the closer the facility is to the final delivery, the deeper the discount or lower the price. Also called drop shipment discount to underscore the act of depositing mail at a postal facility where USPS processes the mail for delivery within the service area of the facility.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
destination entry price		A postage price lower than the related nonentry price for mail that a mailer transports directly to a postal facility. Generally, the closer the facility is to the final delivery, the lower the price. Also called drop shipment price to underscore the act of depositing mail at a postal facility where USPS processes the mail for delivery within the service area of the facility.		PC
destination line		One of three required informational lines printed on the outside container label that indicates where the mail inside the container is to be sent for processing. The line must contain only the information specified for the presort level including any labeling list (e.g., AADC Springfield 010). It is the first line at the top of the three informational lines.	(Compare with *content line* and *office of mailing line*.)	MP
destination network distribution center	DNDC	The network distribution center (NDC) or other postal facility designated as an NDC such as an auxiliary service facility (ASF) where a mailer enters mail directly.		MP
destination network distribution center discount	DNDC discount	A Standard Mail discount for pieces properly prepared and entered by the mailer at the network distribution center or other postal facility designated as an NDC that serves the delivery address on the pieces. The mailer receives the discount because of the reduction in USPS transportation and distribution costs.		PC
destination network distribution center price	DNDC price	Periodicals, Parcel Select, and Bound Printed Matter prices for pieces properly prepared and entered by the mailer at the network distribution center or other postal facility designated as an NDC that serves the delivery address on the pieces. The mailer receives the lower price because of the reduction in USPS transportation and distribution costs.		PC
destination sectional center facility	DSCF	The sectional center facility (SCF) or other postal facility designated as an SCF where a mailer enters mail directly.		MP
destination sectional center facility discount	DSCF discount	A Standard Mail discount for pieces properly prepared and entered by the mailer at the sectional center facility (SCF) or other postal facility designated as an SCF that serves the delivery address on the pieces. The mailer receives the discount because of the reduction in USPS transportation and distribution costs.		PC
destination sectional center facility price	DSCF price	Periodicals, Parcel Select, and Bound Printed Matter prices for pieces properly prepared and entered by the mailer at the sectional center facility (SCF) or other postal facility designated as an SCF that serves the delivery address on the pieces. The mailer receives the lower price because of the reduction in USPS transportation and distribution costs.		PC
destination ZIP Code™		The ZIP Code of final delivery of a mailpiece.	(Compare with *origin ZIP Code™*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
detached address label	DAL	A separate address card that is made of paper or cardboard stock used to carry address information when preparing a mailing of unaddressed Periodicals flats, Standard Mail flats or merchandise samples, or unaddressed Bound Printed Matter.		PC
detached box unit	DBU	A unit offering Post Office Box service that is not staffed when open and is usually in a leased facility near a Post Office, station, or branch. The DBU may have an Automated Postal Center that sells stamps and other mailing services. A DBU is often established when a neighboring facility cannot expand its Post Office Box section.		RE
detached label delivery		A delivery method that uses a detached address label with postage that is separate from, but delivered with, an unaddressed merchandise sample, magazine, or newspaper.		DE
detached mail unit	DMU	An area in a mailer's facility where postal employees perform mail verification, acceptance, dispatch, and other postal functions.	(Compare with see *business mail entry unit*.)	MA
detached Post Office™ Box unit			(See *detached box unit*.)	RE
deviate		To depart from the normal line of travel or schedule of a route.		DE
diagram		An official plan either for labeling letter cases and sorting racks or for loading mail onto a vehicle, airplane, or rail container.		MP
die cut		A form of separation used during the printing of self-adhesive stamps. During production, a sharp edged tool (die) completely cuts the stamp paper on all sides of the printed stamp, making the removal of the individual stamps from the liner possible. Die cuts for stamps are either straight or designed with wavy lines to simulate perforation teeth.	(See also *perforation*.)	ST
die cutting		A method of separation of self-adhesive stamps that are cut entirely apart and held together in panes, sheets, or coils only by the backing paper. Early self-adhesive stamps were produced with straight edges. Later stamps were produced with wavy die cut edges to imitate the appearance of perforations.	(See also *die cut*.)	ST
dimensional-weight pricing		A pricing concept such as the balloon price that considers both the weight of a parcel and its size (i.e., cubic volume as determined by its length, height, and width). Such pricing provides a consistent way to charge for the cubic space that a light parcel and a heavy parcel occupy on a truck, plane, or ship.	(Compare with *shape-based pricing*.)	PC
DineroSeguro®			(See *Sure Money®*.)	RP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Diplomatic Post Office	DPO	A designated USPS civilian Post Office that falls under the jurisdiction of the postmaster of either New York or San Francisco. These facilities are operated and managed by the Department of State to serve overseas personnel at U.S. embassies and consulates. Department of State mail addressed to a DPO shows in the last line address information "DPO" and the appropriate two-letter state abbreviation (AA, AE, or AP), followed by the ZIP+4 or 5-digit ZIP Code.		IN
direct		A package, pouch, sack, or other mail container with each piece addressed to the same address, company, postal unit, or Post Office. A direct, referred to on the secondary case or optical character reader, indicates a high-volume recipient of mail who is assigned, sometimes temporarily or seasonally, a unique separation in the case.	(See also *firm direct*.)	MP
directional		An address element that indicates a geographic directional name such as N, S, E, W, NE, NW, SE, and SW. A directional can be either to the left of the street name such as E HOOVER ST (termed a predirectional) or to the right of the street name or street name suffix such as BAY DR W (termed a postdirectional).		AM
directive		A policy statement; regulation; set of guidelines, procedures, or standards; reference work; or similar material issued by the appropriate functional organization. It serves to direct or guide field organizations or the public. USPS directives include policy manuals, the *Postal Bulletin,* and any numbered handbook or publication, as well as kits, labels, management instructions, notices, posters, signs, and tags.		CO
direct mail		Another name for advertising mail sent to targeted markets. Direct mail can be any mail class or product, but it is usually prepared as Standard Mail pieces. Direct mail can be the primary advertising and sales vehicles for a business, or it can supplement and enhance other forms of advertising and sales activities.		MS
direct sack			(See *M-bag*.)	IN
directory marking		(philatelic) A postal marking applied to or rubber-stamped onto a mail cover that indicates the reason for a failed delivery attempt, such as "No Such Number." The term stems from the former practice of using directory service to find the correct address.		ST
direct run out		In mechanized mail sortation, a conveyor that transports sacks and parcels from discharge chutes on the sorting machine directly to van doors. Additional conveyors may be added at the discharge point to help load the van.		MP
DIS		An internal code for "distribution at" used to label mail for two or more Post Offices that receive mail through another Post Office or general mail facility that sorts incoming mail for a defined service area.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
discount		A generally uniform amount subtracted from a base postage price.	(See also *incentive*.)	PC
dismount delivery		The method of delivery in which a carrier leaves a vehicle for one or several deliveries and then returns to move the vehicle to the next delivery point.	(See also *park and loop*.)	DE
dismount route		A city route on which at least 50% of the possible deliveries are made by dismount delivery to the door, vertical improved mail rooms, neighborhood delivery and collection box units, or delivery centers. If the dismount deliveries are less than 50% of the total possible deliveries of the route, the route is classified according to the majority of the delivery type such as curbline or park and loop.		DE
dispatch		(1) Mail readied and loaded for transportation. (2) To ready the mail for loading. (3) The act of labeling, containerizing, and moving mail between operations within a facility or from an operation to the platform area for eventual transport on designated routings to other facilities.	(See also *advanced dispatch*, *dispatch of value*, and *last chance dispatch*.)	MP
dispatch and routing label	D&R label	A label generated by the Semi-Automated Scan Where You Band equipment that the operator attaches to the item before it is discharged.		MP
dispatch of value		The last dispatch of the day that is loaded on transportation in time to meet the service standard for the mail class or destination.		MP
distribute		To sort mail in order to group pieces according to a plan or scheme, usually based on ZIP Code information and the national and local network of mail processing plants and destination facilities.		MP
Distributed Data Entry and Distributed Reporting	DDE/DR	A group of software applications used to process payroll and payroll-related transactions by remote video display terminals, which are linked to the mainframe at the Minneapolis Accounting Service Center (ASC). The sites are also equipped with printers for transmitting system-generated application reports, replies to local inquiries, and reports normally mailed from the ASC.		FI
distributing unit		The area in a Post Office, Post Office station, Post Office branch, and airport mail center/ facility where distribution clerks sort mail.		MP
distribution		The sorting of mail into pigeonhole cases, trays, sacks, machine bins, or pouches in order to group pieces with a common destination for transportation to the Post Office of address. It may be done by manual, mechanized, or automated means. The term is also applied to the distributed mail itself.		MP
distribution and routing tag	D&R tag	A self-adhesive barcoded tag used to dispatch parcels and mail in containers on air transportation. The tag includes information about routing and the parcel or type of mail in the container.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
distribution clerk		An employee who separates incoming mail and outgoing mail.		MP
distribution networks office	DNO	A postal field unit that prepares all authorized National Air and Surface System (NASS) dispatch and routing instructions and coordinates transportation operations within a geographic area.		MP
distribution scheme			(See *scheme*.)	MP
district		An administrative field unit that oversees most operational and support functions for Post Offices in a defined geographic area. Districts reports to an area office.		HR
divider		A vertical or horizontal separator for carrier or clerk distribution cases.		MP
DNDC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the service area of the same destination network distribution center (DNDC) and entered by the mailer at that facility. (2) A price category or discount available for some mail classes or products prepared at a DNDC presort level.		PC
dock clerk			(See *transfer clerk*.)	MP
dock expediter			(See *expediter*.)	MP
dock transfer		The movement of mail on a dock from one van to another without further sorting or changing the packing form. A split of mail can be done.	(See also *cross-docking* and *transfer*.)	MP
dolly			(See *nutting truck*.)	MP
domestic mail		Mail transmitted within, among, and between the United States; its territories and possessions; Army Post Offices (APOs) and Fleet Post Offices (FPOs); and mail for delivery to the United Nations, NY. Mail exchanged between the United States and the Marshall Islands and the Federated States of Micronesia is also treated as domestic mail. Domestic mail is classified by size, weight, content, service, and other factors.	(Compare with *international mail*.)	GC
Domestic Mail Classification Schedule	DMCS	(obsolete) The predecessor to the Mail Classification Schedule that governed rates and classifications of domestic postal products prior to the Postal Accountability and Enhancement Act (PAEA), Pub. L. 109-435, 120 Stat. 3198, December 20, 2006.		GC
Domestic Mail Manual	DMM®	The directive that contains the basic standards governing domestic mail services; descriptions of the mail classes and services and conditions governing their uses; and standards for price eligibility and mail preparation. Domestic mail is classified by size, weight, content, service, and other factors. It is one of the policy manuals. The official title and styling of the document is *Mailing Standards of the United States Postal Service,* Domestic Mail Manual.		PC
domestic money order			(See *Postal Money Order*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Do Not Mail		A movement proposing state or federal legislation that, if passed, would prevent companies from mailing direct mail to specific addresses identified in a database similar to the National Do Not Call Registry implemented in 2004 that gives consumers an opportunity to limit the telemarketing calls they receive.		GR
double card		A Stamped Card or commercially produced postcard that consists of two attached cards mailed out as a single unit of which one card is designed to be detached by the recipient and returned by mail as a single card.		PC
doubles		In mechanized and automation sorting, two or more mailpieces moving as one and thus causing a distribution error.		MP
doubles detector	DD	A modification to letter processing equipment that identifies double-fed mailpieces sorted to a reject bin to avoid misrouting and provides statistical information about the doubles detected.		EN
double transfer		(philatelic) The condition on a printing plate that shows evidence of a duplication of all or part of the stamp design.		ST
dress the rack		To hang empty sacks or pouches on a sorting rack. Also called hang the rack.		MP
drive-out agreement		An arrangement between a city carrier and USPS in which the carrier provides and is reimbursed for the use of the carrier's personal vehicle for mail delivery.	(See also *vehicle hire contract*.)	DE
drop		A lobby slot or opening where customers deposit mail.		DE
drop-and-pick	D&P	An appointment unique to destination network distribution center drop shipments of bedloaded Parcel Select mail, in which USPS waives the driver unload responsibility and allows a shipper to leave the vehicle for USPS unloading (up to 18 hours from the time of appointment or arrival, whichever is later). Once the unload process is complete, the shipper must retrieve the trailer(s) within 1 business day (or, with USPS permission within 48 hours).		MP
drop box		(1) An olive green lockable receptacle in which city carriers leave mail on the line of travel for later pickup and delivery by another carrier. It resembles a standard blue collection box without the pull-down letter slot. Also called relay box. (2) Informally, any USPS collection box for the receipt of mail.	(See also *collection box*.)	DE
drop letter		A letter mailed for local delivery at a Post Office that has neither city delivery nor collection and delivery by a rural carrier or highway contract route carrier. Letters are picked up by the addressees.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
drop shipment		Typically the movement of a mailer's product on private (nonpostal) transportation from the point of production to a postal facility located closer to the destination of that product. The pieces in a mailer's drop shipment mailings frequently receive a reduced price or discount based on mail class or product. USPS also provides drop shipment service for mailings via Priority Mail Express service or Priority Mail service.		MA
Drop Shipment Management System	DSMS	A program that enables authorized users to build consolidated loads of palletized plant-verified drop shipment (PVDS) mail from multiple jobs and mailing locations and to create electronically consolidated PS Form 8125-CD, *Plant-Verified Drop Shipment (PVDS) Consolidated Verification and Clearance — DSMS.* The form does not bear an acceptance employee signature or origin Post Office round stamp date. DSMS shipments are limited to Periodicals, Standard Mail, and Bound Printed Matter mailings that are verified during the production process at the mailer's plant by acceptance clerks at a detached mail unit.		MA
Drop Ship Product		An address management database containing information that mailers need in order to take mailings directly to network distribution centers, sectional center facilities, area distribution centers, or destination delivery units. These files are available through the Facility Access and Shipment Tracking Web site.		AM
DSCF		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the service area of the same destination sectional center facility (DSCF) and entered by the mailer at that facility. (2) A price category or discount available for some mail classes or products prepared at a DSF presort level.		PC
DSF^2		An Address Management Service that is used to check mailing address accuracy, identify address types, and obtain walk sequence statistics. It represents an upgrade to the superseded service called Delivery Sequence File. The DSF^2 database is the most complete USPS address database available, containing every deliverable mailing address in the United States. It is used to verify that address lists are correct and complete, identify business versus residential addresses, recognize commercial mail receiving agencies, provide walk sequence numbers and postal codes, identify seasonal addresses, detect addresses vacant for more than 90 days, and categorize addresses by delivery type (e.g., curb, door slot, box). DSF^2 processing includes address standardization that may be used to apply for CASS qualification.		AM
dual address		A delivery address with both a street address and Post Office Box number. Delivery is made to the address on the line immediately above the city, state, and ZIP Code line.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
dual appointment		An appointment to more than one position, only one of which may be to a position in the career workforce. Dual appointments improve the opportunity of career part-time employees and noncareer employees who provide relief or leave replacement service on rural routes and in small Post Offices.		HR
Dual Pass Rough Cull System	DPRCS	Equipment in the opening unit in a mail processing plant that separates incoming individual mailpieces from collection mail into letters, flats, and thicks (items such as parcels and bundles of mail). The separated mail is then sent to the appropriate sorting machines by different conveyers.		EN
duck stamp		(informal)	(See *migratory bird hunting and conservation stamp*.)	RP
dump		To empty mail from sacks or pouches as well as other types of mail transport equipment such as pallet boxes.		MP
dumping table		A worktable where sacks or pouches are emptied.		MP
dump up		(informal) To empty sacks and pouches on a worktable or other sorting surface.		MP
duplex cancellation		A postal marking that is made up of a canceler and a postmark. The canceler voids the stamp and the postmark to the left of the stamp shows the date and location of mailing.		ST
duty		A tariff or tax assessed by U.S. Customs and Border Protection on imported goods entering the United States by mail.		IN
EAS Leadership Development	ELD	A structured process that identifies and develops future leaders for key managerial positions in each district.		HR
eastern region mail container	ERMC	A wheeled multipurpose mail container for smaller, bulk-loaded items that is an adaptation of the general purpose mail container (GPMC). Unlike the GPMC, it is equipped with an interior plastic liner, a full-height web door, and a spring-loaded integral towbar and coupler pin for automatic towing.		MP
eAwards		An application for nominating and processing most employee recognition awards. Policy validations are performed in the system, and approved requests are automatically processed by the Accounting Services. eAwards also provides managers award tracking and report viewing capability		HR
eBay Partnership		An alliance established in 2003 that allows eBay customers using a limited version of the PC Postage application to purchase and print postage without leaving the eBay site and, if desired, schedule Carrier Pickup service online.		SH
eBuy		An electronic commerce portal that provides employees with electronic requisitioning, approval, and certification capability. eBuy is the preferred method of order placement.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
eCareer		An online job application tool that eliminates paper applications and streamlines and automates the submission and review processes.		HR
ECRLOT		A price-specific marking that is combined with the required basic marking (i.e., class marking) to indicate eligibility for the Standard Mail carrier route price category.		PC
ECRWSH		A price-specific marking that is combined with the required basic marking (i.e., class marking) to indicate eligibility for the Standard Mail high-density price category.		PC
ECRWSS		A price-specific marking that is combined with the required basic marking (i.e., class marking) to indicate eligibility for the Standard Mail saturation price category.		PC
edge		To position large quantities of letter-size mail on their edge for feeding into automated equipment.	(See also *jog*.)	MP
edger-feeder		A machine that receives culled mail and extracts thick mail and flats, aligns edges, and automatically feeds letter mailpieces into a facer-canceler.		EN
edger-stacker		A machine that receives culled letter mail for edging and stacking, usually for feeding into a facer-canceler. Also a component of a barcode sorter.		EN
eDiagnostic Analysis and Control System	eDACS	A system that supports international letterpost test pieces in the UNEX system, both with and without radio frequency identification (RFID) tags.		IN
editorial portion			(See *nonadvertising portion*.)	PC
eDoc			(See *electronic documentation (eDOC)*.)	MA
eDoc verification		A process for reviewing electronic postage statement information and supporting documentation submitted by mailers.		MA
eDropship		A business mail acceptance channel strategy that streamlines the plant-verified drop shipment process by using the architecture of Full Service Intelligent Mail and electronic documentation of mailings.		MA
eFlash		An operating reporting management system that, on a weekly basis, reports data from delivery, mail processing, customer service, and other functions. The system captures various types of payroll data such as work hours, leave, and pay by function as well as non-payroll data such as revenue, first handling pieces, total possible deliveries, and vehicle accidents. This data is collected by individual Post Offices and then summarized at various organization levels including a national level report.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
eFleetCard		A Web-based application to manage the costs of operating a fleet of over 220,000 vehicles. Each vehicle has its own assigned credit card used to purchase fuel, oil, repairs, and other necessary products and services. All credit card transactions are transmitted to the eFleetCard system.		TR
eIdeas		A Web-based tool that lets any employee submit ideas without the need for paperwork. The program tracks and documents idea submissions, acceptance, and rewards.		HR
elbow and eyeball		(informal) To open and examine the interior of a presumably empty sack to ensure that it does not contain mail trapped inside.		MP
election mail			(See *Official Election Mail*.)	PC
Electronic Address Sequencing	EAS	An option that allows mailers to submit address lists to USPS in electronic format rather than on address cards. USPS arranges the submitted addresses in carrier route delivery, with additional services such as inserting missing addresses or new addresses. The submitted address lists must contain at least 90 percent — but not more than 110 percent — of the total possible deliveries in a 5-digit ZIP Code.	(See also *Address Sequencing service* and *Computerized Delivery Sequence (CDS)*.)	AM
electronic documentation	eDoc	(1) Information about a mailing such as postage statements and qualification reports that is submitted electronically to USPS using mail.dat, Web Services, or Postage Statement Wizard. (2) Under the Full-Service Intelligent Mail option, data files transmitted for generating postage statements in the *PostalOne!* system along with other required documentation. The data files describe the nested mail that shows how mailpieces are linked to trays, sacks, and other containers. It is an Internet component of *PostalOne!* that gives mailers a secure electronic means to submit required financial documentation of a mailing that simplifies calculating postage, checking balances in the mailer's account, and viewing reports and histories.		IM
Electronic Individual Development Plan	eIDP	An online tool that helps employees in certain positions assess their developmental needs and create a more structured way to pursue career goals. eIDP gives the employee and employee's manager an opportunity to establish objectives that support the goals.		HR
Electronic Mail Improvement Reporting	eMIR	A Web-based system for reporting irregularities in the preparation of mail presented to USPS (e.g., unreadable barcodes and bundles that fall apart). Mailers benefit with online access to report information, ready access to digital images of problem mailpieces, and feedback to improve the quality of future mailings.		MP
Electronic Marketing Reporting System	EMRS	A main frame customer information control system application used to compile data and output information on Priority Mail Express service and manage USPS Corporate Accounts.		SH

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Electronic Material Distribution and Inventory Management System	eMDIMS	A system that provides users a way to place emergency orders and track status of those orders.	(See also *Material Distribution and Inventory Management System (MDIMS)*.)	SM
Electronic Merchandise Return	EMR	A service that lets customers print Merchandise Return Service labels from a merchant's Web site using electronic tools provided by USPS. The customer affixes the label and returns the parcel to the merchant.	(See also *Merchandise Return Service (MRS)*.)	SS
Electronic Money Order Voucher Entry System	eMOVES	A Web-based system developed to aid in processing manual daily financial reports, account identifier code entries, and Postal Money Order vouchers. This system allows uploads of input data to the Standard Accounting for Retail System.		FI
Electronic Official Personnel Folder	eOPF	An electronic version of the Official Personnel Folder that forms the system of employee records. It contains documents reflecting the employee's position status, salary, benefits, and service or work performance.		HR
Electronic Postmark	EPM®	An auditable time-and-date stamp service offered by authorized service providers under license by USPS. The EPM can verify the authenticity of a document or file sent electronically, providing trusted proof of content as of a specific point in time.		IT
Electronic Publication Watch	ePUBWATCH	A Web-based Periodicals complaint tracking and resolution system that replaces the paper-based Publication Watch system in Post Offices with a delivery unit computer. A registered publisher can enter a subscriber's postal-related complaint, request an electronic publication watch, or request USPS assistance through the completion of a complaint resolution form.	(See also *Publication Watch*.)	MA
electronic service option		One of the two service options available for USPS Tracking service and Signature Confirmation service in which the mailer applies identifying barcodes to each piece, submits an electronic file, and retrieves delivery status information electronically.	(Compare with *retail service option*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Electronic Service Requested		A printed Ancillary Service endorsement available for mailers participating in Address Change Service (ACS) that directs USPS to handle undeliverable-as-addressed mail as defined in the mailer's profile or Intelligent Mail barcode (IMb). Endorsed mailpieces must be capable of Postal Automated Redirection System (PARS) or Computerized Forwarding System (CFS) processing. PARS or CFS identifies the ACS request (either Address Service Requested or Change Service Requested) in the OneCode ACS or Full Service ACS Intelligent Mail barcode (IMb) or, for traditional ACS, in the mailer's ACS Participant Code profile. OneCode ACS and Full Service ACS mailers can alter service requests with a valid Service Type ID (STID) in the IMb. The STID takes precedence over the instructions in a mailer's profile.		AM
Electronic Uncoded Address Resolution Service	eUARS	A Web-based interface that corrects uncoded change-of-address (COA) records that do not match a delivery point in the Address Management System database. It can also be used to correct mailer address files in conjunction with Address Element Correction.		AM
Electronic Verification System	eVS®	A highly automated method that allows a parcel shipper to document and pay postage for parcel mail transmitting electronic manifest files to USPS. Postage is electronically deducted from the shipper's postage payment account. USPS samples parcels generally at entry into the postal network rather than origin at the shipper's plant to reconcile differences between postage claimed in the manifest files and postage computed from the sampling.		MA
eligibility		Qualification standards such as content, mail processing category, and preparation applied to mail for a specific price or discount.		PC
eLine-Of-Travel	eLOT®		(See *Enhanced Line of Travel (eLOT®)*.)	AM
eMedical Assessment Program	eMAP	A Web application for the maintenance of records related to the medical assessment of candidates seeking postal employment.		HR
Employee and Labor Relations Manual	ELM	A directive that contains personnel policies and regulations affecting organization management, job evaluation, employment and placement, pay administration, employee benefits, employee relations, training and development, safety and health, and labor relations. It is one of the policy manuals.	(See also *manual*.)	HR
Employee Assistance Program	EAP	A free, voluntary, and confidential program that offers assessment, referral, short-term counseling, and work/life consultation to employees and their families. EAP is designed to assist in identifying and resolving personal, family, and workplace concerns. EAP services are provided by a contracted vendor.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Employee Health and Safety	EHS	An online application and module within the Human Capital Enterprise System for reporting accidents and injuries and managing claims for district, area, and Headquarters employees.		HR
Employee Identification Number	EID	The unique 8-digit number assigned to an employee and used in place of a Social Security Number.		HR
Employee Personnel Action History	EPAH	The historical repository for all electronically generated personnel actions. Data goes back to 1971 for payroll retirement history and to 1989 for personnel actions such as promotions, reassignments, and pay for performance.		HR
Employee Self Service	ESS	A Web-based system that allows employees access to their personnel-related human resources applications, with the ability to make changes as necessary.		HR
empty container		Any mail transport equipment that contains no mail.		MP
empty equipment		Sacks, pouches, and other mail transport equipment used to hold mail that contains no mail and is ready for use.		MP
enclosure		(1) A letter or other piece of mail placed inside another mailpiece (the host piece). The enclosure can be of the same mail class as the host or, where permitted, of another class such as a First-Class Mail letter inside a Package Services parcel. The price for the enclosure depends on the mail class of the host piece and whether the enclosure is incidental (closely associated with) or nonincidental to the host piece. (2) An insert such as an advertising flyer in addition to an invoice or other communication.	(See also *incidental enclosure*, *mixed classes*, and *nonincidental enclosure*.) (Compare with *attachment*.)	PC
encoded mail		Mail that bears a barcode representation of its destination ZIP+4 Code. Mail handled on mail processing equipment (MPE) that may or may not have a barcode representation of its correct ZIP+4 is read and analyzed by recognition systems such as optical character readers or remote encoding equipment that can resolve or correct the destination ZIP Code of the piece. The MPE systems can apply the resolved or corrected destination barcode once it is made available by the recognition systems, resulting in an encoded piece. Mailers can also preprint the barcode on the piece to avoid the encoding steps required for automation.		EN
encumbered route		A rural route with a regular rural carrier assigned. The term is used in rural route consolidation studies.		DE
end case			(See *final case*.)	DE
endorsement		An authorized marking on a mailpiece that shows handling instructions, indicates a Special Service, or requests an address correction service such as forwarding or return.	(See also *marking*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Engineering Change Board	ECB	A group of appointed and designated engineering managers who review change requests for configuration-controlled USPS equipment in order to manage costs and facilitate continuous improvements.		EN
Enhanced Airline Assignment	EAA	A newer model of Automatic Airline Assignment, which is still used.		EN
Enhanced Carrier Route	ECR	(obsolete) Formerly, two subclasses of Standard Mail service (Regular and Nonprofit) prepared in carrier route sequence with three price categories: basic, high density, and saturation.		PC
Enhanced Distribution Label	EDL		(See *Intelligent Mail® tray label (IMtl)*.)	EN
Enhanced Line of Travel	eLOT®	An address management software product that enables mailers to sort address lists in approximate carrier sequence of delivery. Mailers may use line-of-travel sequence to qualify for certain carrier route prices.		AM
Enhanced Postal Service Sales Report	ePSSR	An alternative method to the Financial Performance Report that uses data from the Corporate Business Customer Information System for reporting commercial revenue from large business customers, generally designated as managed accounts with mailing sites at more than one location. This method reallocates revenue from sites where mail is entered, back to the area or district where the business customer maintains its corporate headquarters (or where the relationship with the managed account is located). Any revenue for mail from these customer sites (managed or unmanaged) that may have come through a mail service provider is also reallocated back to the mail owner. Revenue from unmanaged accounts is not reallocated and is reported for the site where the mail is entered.		SA
Enhanced Spare Parts Initiative	eSPIN	An automated process using the Spare Parts Planning System that optimizes spare parts planning, ordering, and inventory across the entire national distribution network with the Material Distribution Center.	(See also *Material Distribution and Inventory Management System (MDIMS)*.)	SM
enter		To present items or, in some cases, verified mail to USPS for acceptance and processing as mail.		MA
Enterprise Data Warehouse	EDW	The repository intended for all data and the central source for information on retail, financial, and operational performance. Mission-critical information comes to the EDW from transactions that occur across the mail delivery system, points-of-sales, and other sources.		IT
Enterprise Energy Management System	EEMS	A tracking system that consolidates facility energy information into one location, measures and verifies building equipment and system performance in real time, and monitors and controls building systems locally and remotely. EEMS helps identify improvement opportunities, reduce cost and consumption, increase efficiency, and improve energy planning.		SU

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Enterprise Resource Management System	eRMS	A system that provides a consistent and standardized approach to handle incoming calls for unscheduled absences and to assist in managing scheduled and unscheduled absences. eRMS provides real time data and report management functions to supervisors.		HR
entire		(philatelic) Postal stationery such as a Stamped Card that is complete as opposed to a cut-out of the imprinted postage.		ST
entry		The point or facility where a mailer presents items or, in some cases, verified mail to USPS for acceptance and subsequent processing as mail.		MA
entry facility		The mail processing facility (e.g., sectional center facility) that serves the Post Office at which the mail is entered by the mailer. Also called origin facility.		MA
entry NDC		A network distribution center (NDC), including its satellite auxiliary service facility (ASF) unless specified otherwise, at which mail is entered by the mailer.		MA
entry office			(See *entry Post Office*.)	MA
entry Post Office	EPO	A Post Office at which a Centralized Postage Payment System (CPP) mailer deposits mailings to be paid for through an account maintained at the designated Post Office (DPO).		MA
entry SCF		The sectional center facility (SCF) at which mail is entered by the mailer or that serves the Post Office where the mail is entered. An SCF can have responsibility for an area covering either single- or multi-3-digit ZIP Code numbers.		MA
envelope tray			(See *letter tray*.)	MP
Enterprise Physical Access Control System	ePACS	A security computer system that links USPS computerized access control systems nationwide through local area networks. When actions are taken in one system, they are reflected nationwide.		IT
Equal Employment Opportunity	EEO	A federal program and USPS policy that provides equal opportunities for all personnel in employment, training, assignment, promotion, and job security without discrimination owing to race, color, religion, sex, national origin, age, or physical or mental disability.		HR
equipment		(1) Mail transport equipment used to contain mail. (2) Mail processing machinery. (3) Any device or machine used in postal operations.		MP
Equipment Maintenance Allowance	EMA	Compensation that a rural carrier receives for the use of the carrier's personal vehicle to transport and deliver mail along a rural route.		DE
eRetire		An online application that enables employees within 5 years of retirement to view and print their annuity estimate. eRetire also lets retirement eligible employees print a retirement application package or have one sent to their address of record. The application also lets retiring employees schedule retirement counseling sessions.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Ergonomic Risk Reduction Process	ERRP	A program that reduces the number and severity of musculoskeletal disorders.		HR
error (sortation)		A missorted piece or unit of mail that must be handled again within the Post Office before dispatch, as opposed to missent mail actually transported to another Post Office.		MP
error (stamp)		A stamp that displays one or more production problems such as a missing or incorrect color, an inversion of the design, or double printing. Also, a stamp with a design that contains an error such as a misspelling or incorrect information that is consistent throughout a printing run. Similar to a freak.		ST
etiquette		(French) A gummed or self-adhesive label that is applied to the outside of a mailpiece to indicate a mail service such as airmail.		ST
eTravel		An automated Web-based system used to report travel expenses and process payments. The system automatically performs many calculations, including mileage charges, per diem expenses, and trip totals.		FI
event code		A digit or letter indicating the purpose of the scan (e.g., an acceptance or delivery scan).		IM
Every Door Direct Mail™	EDDM	An easy-to-use service designed mainly for local businesses such as auto dealers, banks, hardware stores, real estate agencies, restaurants, and supermarkets to send geographically targeted advertising mail to every household or business on a postal delivery route. The service uses a simplified address such as “Postal Customer” in place of a complete delivery address and is available for both city and rural routes at specified carrier route price categories for certain types of Standard Mail, Periodicals, and Bound Printed Matter.		MS
examined equipment		Empty sacks and pouches checked to determine reusability and to ensure that they contain no mail.		MP
exceptional address		An alternative addressing format that indicates that the mailpiece should be delivered to the current resident if the addressee has moved.	(Compare with *occupant address* and *simplified address*.)	AM
exceptional dispatch		The delivery of a Periodicals mailing by the publisher to a Post Office other than the office of original entry or additional entry.		MA
Excess Item Catalog	EIC	Catalog on eBuy2 that lists excess USPS equipment, materials, furniture and accessories, and supplies. It serves as the first source of supply, supporting cost avoidance and reutilization efforts.	(See also *Asset Accountability Service Center (AASC)*.)	SM
exchange		To dispatch mail to, or receive mail from, another country.		IN
exchange office			(See *international service center (ISC)*.)	IN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
exclusion period			(See *Adjusted Service Commitment exclusion period*.)	FI
executive and administrative schedule	EAS	A salary structure that applies to most managerial and administrative employees.	(Compare with *Postal Service™ schedule (PS schedule)*.)	HR
Executive Development Continuum		A comprehensive program designed to meet the varied and changing needs of executives. Following a standardized foundation experience, the program is tailored to the specific knowledge and skills that individual executives need to maximize benefits to the individual and the organization.		HR
Executive Leadership Team	ELT	A group that assists the postmaster general in setting management policy and objectives and approving major plans, programs, and budgets. It is composed of the postmaster general, the deputy postmaster general, and several senior officers.		CO
exigent rate case		A price-setting provision under the Postal Accountability and Enhancement Act that allows USPS, under extraordinary or exceptional circumstances, and in an expedited manner, to adjust the prices of market dominant products beyond the limitation of the price cap that uses the Consumer Price Index.		GC
expedited plant load		An authorized verification and receipt of postage payment for mailable matter at the mailer's plant, prior to the mailer's transport of the shipment to a destination postal facility.		MA
Expedited Preferential Mail	EPM	A program in which a carrier cases preferential mail before leaving the delivery unit, and nonpreferential mail after returning from the route in order to provide mail delivery to residential areas earlier and with consistent delivery times.		DE
expedited services		Mail that receives expedited handling in processing, dispatch, and delivery. This includes Global Express Guaranteed, Priority Mail Express and Priority Mail Express International, and Priority Mail and Priority Mail International services.	(Compare with *preferential mail*.)	MP
expediter		A clerk in a large mail processing facility who at the cutoff times ensures the on-time dispatching and routing of all mail classes to the correct trucks.		MP
exploded		(philatelic) Separated into various components for show such as a stamp booklet.		ST
exprès		(French) Universal Postal Union term for an international Special Service similar to the former USPS special delivery service. It features special priority handling of letters and small packets weighing up to 4 pounds. The service is not offered by USPS.	(Compare with *Priority Mail Express International™ (PMEI)*.)	IN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
extended managed mail tray	EMM	2-foot letter trays that measure 21-3/4 inches long by 11-1/2 inches wide (inside bottom dimensions) by 6-1/8 inches high. Must be used for letter-size mail that does not fit in regular MM trays.		MP
External First-Class Measurement	EXFC	A component of the Single-Piece First-Class Mail measurement system. The system is designed to measure service performance from a customer perspective. A contractor measures the transit time of single-piece First Class Mail (letters, flats, and postcards) from the deposit of mail into a collection box or business lobby chute until it its delivery to a home or business. EXFC results are compared with USPS service standards to produce national, area, and district level estimates of service performance.	(See also *service standards* and *Single-Piece First-Class Mail® Measurement (SPFC)*.)	CA
Extra Service		A designation for an Ancillary Service that generally provides a specific additional service when applied to a mail class or product. Extra Services include Certified Mail, Collect on Delivery (COD), Confirm, USPS Tracking, Insured Mail, Registered Mail, Restricted Delivery, Return Receipt, Return Receipt for Merchandise, Signature Confirmation, and Special Handling. Not all Ancillary Services, which are part of the broader designation Special Services, are considered Extra Services.		SS
Extra Territorial Office of Exchange	ETOE	An office or facility administered by or in connection with a postal operator outside its national territory on the territory of another country for commercial purposes. While the outbound U.S. market is fully liberalized, USPS does not accept inbound dispatches originating from ETOEs overseas. Additionally, U.S. government policy prohibits the use of UPU documents and customs forms on ETOE dispatches.		IN
face		(1) The side of a mailpiece with the delivery address. (2) To arrange mail in a uniform orientation, with the delivery address facing forward and the postage stamp, meter stamp, or permit imprint positioned in the upper right corner. (3) The front of a postage stamp that bears the design.		MA
facer-canceler		Mail processing equipment that automatically faces letter-size mail in a uniform orientation and cancels any postage stamps. Facing and canceling mail are two of the first subfunctions in mail processing that occur before sortation.	(See also *Advanced Facer Canceler System 200 (AFCS 200)* and *Advanced Facer Canceler System with Optical Character Reader (AFCS/OCR)*.)	EN
face value		The inscribed worth of a denominated postage stamp and the announced worth of a nondenominated postage stamp.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Facilities Data Base	FDB	The consolidated and centralized source of comprehensive information about all facilities that integrates data from many internal sources such as the Address Management System and Facility Management System. It lists all authorized facilities with information such as name, address, physical features, and products and services offered.		RE
facilities service office	FSO	An office reporting to Headquarters that manages, for a specific geographic area, facility activities such as leasing and real estate; asset management; and building repairs, alterations, and planning.		FA
facility		Any physical building used by USPS primarily for accepting mail, processing and distributing mail, and/or delivering mail (e.g., Post Office, processing and distribution center, and station or branch).		FA
Facility Access and Shipment Tracking	FAST®	An electronic system that commercial mailers use to schedule drop shipment appointments online and to notify USPS of those shipments. Mailers can track their drop shipments, receive advance notification of redirections, submit and manage recurring appointment requests online, and have joint scheduling capabilities.		MP
facility bypass		Presorted mail from or to any Post Office within a facility service area that does not require handling at the facility. For example, plant-loaded mail, turnaround mail at other offices within the facility service area, and mail sent directly to a network distribution center.	(See also *plant loading*.)	MP
facing element		An informational element on the address side of a mailpiece that directs USPS in the delivery and handling of the piece. These elements include the delivery and return addresses, facing identification mark, postage indicia, endorsements and markings, and barcode or barcodes.		PC
facing identification mark	FIM	A pattern of vertical bars and spaces used by automated postal equipment such as a facer-canceler to identify, orient, and separate certain types of mail. It is printed to the left of the indicia, along the top edge of a letter or card and is used to identify Business Reply Mail, automation-compatible courtesy reply envelopes, metered reply mail, Information-Based Indicia or PC Postage mail, and other designated types of mail. Different combinations of bars represent different types of mail.		EN
facing slip		A paper label attached to the top of a bundle that shows where the mail is to be distributed, the class and type of mail and, for international and overseas military mail, the country or military Post Office.	(See also *optional endorsement line (OEL)*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
facing table		A table on which letters are gathered and faced in the same direction before being run through a canceling machine. Some tables are fitted with conveyors to carry faced letters to one end of the table and stack them automatically. Also called pickup table.		MP
fake		(philatelic) A genuine stamp that has been altered to make it more attractive to collectors. It may be repaired, reperforated, or regummed to resemble a more valuable variety.		ST
false representation			(See *mail fraud*.)	GC
FASTforward®		A USPS-licensed automated system that compares addresses on live mailpieces with current change-of-address orders on file as the pieces are sorted on automated processing equipment. If a match occurs, the new address is sprayed on the piece so that it can be delivered directly to the new address rather than forwarded from the old address. The *FASTforward* application interfaces with USPS-approved automation systems such as multiline optical character readers and remote video encoding operations.	(See also *Postal Automated Redirection System (PARS)*.)	AM
FCM		An abbreviation used on mail container labels that identifies the contents as First-Class Mail pieces.		MP
Federal Employees Group Life Insurance	FEGLI	A federally sponsored group term life insurance for eligible employees. USPS pays for basic coverage, and employees pay for additional optional coverage.		HR
Federal Employees Health Benefits	FEHB	An employer-sponsored group health insurance program for federal employees, retirees, former employees, family members, and former spouses. The FEHB program assists federal employees and eligible family members with expenses of illness and accident, and is paid for through employee and employer contributions. USPS is required to use FEHB.		HR
Federal Employees Retirement System	FERS	A three-tiered federal retirement system consisting of a defined benefit plan, Social Security, and the Thrift Savings Plan that operates like a 401(k). Employees pay full Social Security taxes and a small contribution to the Basic Benefit Plan. In addition, USPS puts an amount equal to 1% of an employee's basic pay each pay period into a Thrift Savings account. Almost all new employees hired after December 31, 1986, are covered by FERS.	(See also *Civil Service Retirement System (CSRS)*.)	HR
Federal Register	FR	A daily weekday publication distributed by the Office of the Federal Register in which certain U.S. government documents must be published. USPS uses the *Federal Register* to publish proposed rules for public comment, final rules on various regulations including pricing, and various other types of notices.		GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Federal Standard Requisitioning and Issue Procedures	FEDSTRIP	A system of processing government agency requisitions for supplies from the General Services Administration (GSA). The FEDSTRIP address is a six-character code identifying the agency to which goods and billings are sent. Items to be requisitioned are identified by a 13-digit National Stock Number (NSN).		SM
fee		An amount charged for a Special Service or nonmail service such as a permit. Fees associated with a specific mail class or mail product are included in the reported revenue for that class or product.	(Compare with *price*.)	PC
feed		To supply mail by manual or automated loading for processing on automated equipment.		MP
field		A general term that designates postal locations and administrative divisions such as the areas and the districts, which are not part of Headquarters and related Headquarters units.	(See also *area* and *district*.)	HR
Field Sales Branch	FSB	A unit that supports the field by processing PS Form 1412, *Daily Financial Report,* and exports the data to the General Ledger, Banking Reconciliation, Money Order Reconciliation, and the Accounting Data Mart.		FI
final case		A special distribution case in a delivery unit for last-minute sorting or resorting of mail, especially preferential mail sorted to the wrong routes or received late. The carrier collects this mail before leaving for his or her route. Informally, also called end case and hot case.		DE
finance number		An assigned six-digit number that identifies an installation or project for processing its financial data. The first two digits are a state or project code; the next four are uniquely assigned from 0001 through 9999 to each installation in alphabetic order. The finance number is used to measure and allocate cost and revenue to various cost centers.		FI
Finance Number Control Master	FNCM	A database that contains organizational hierarchy information for financial processing and reporting. It maintains and controls organization structure information needed by various applications. It also is a master reference source of information needed to edit and validate accounting transactions and generate financial reports.		FI
finance station			(See *finance unit.)*	RE
finance unit		A nondelivery Post Office station or branch that accepts mail from customers and offers retail services to customers and handles their mail.	(Compare with *classified unit*.)	RE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Financial Performance Report	FPR	An accounting period report available in the Accounting Data Mart. The FPR shows items such as current period and year-to-date actual, plan, and same period last year revenue and expense. It segregates activities by categories such as revenue, salary and benefits, and supplies and services. The report is updated daily and is not final until the monthly status reflects that the period is closed. The FPR replaced the Postal Service Financial Report (PSFR).		FI
fine cull machine		The equipment installed between the rough cull belt and the facer-canceler to remove odd-shaped items before the mail arrives at the canceling machine.		EN
finger mail		To check and verify the addresses on mail between delivery stops on a carrier route before selecting mailpieces for the next stop.		DE
firm		A presort level in which all pieces in the bundle or container are addressed for delivery to the same business address. This presort level is available only for Periodicals mail.		PC
firm direct		Mail to a company or business that, because of volume, justifies a separation on the primary or secondary sortation of incoming mail. The mail is generally tied in bundles and delivered intact to the business delivery address.	(See also *direct*.)	MP
firm holdout		A service for customers who receive 50 or more pieces on the first delivery trip on a carrier route and who request to pick up the mail at the Post Office. Firm holdout mail may be prepared as a direct holdout in mail processing or may be withdrawn from the carrier's case.	(Compare with *Caller Service* and *Post Office Box service*.)	MP
firm mailing book for accountable mail		PS Form 3877, *Firm Mailing Book for Accountable Mail,* a multipage bound book that contains individual sheets with several spaces on each sheet to enter multiple article numbers for accountable mail such as Certified Mail, COD, Priority Mail Express, and Insured Mail pieces. The use of the book or electronic facsimiles eliminates the need to generate individual mailing receipts for each article.		MA
firm sheet		A list of accountables and their status by business customer.		DE
firm ZIP Code™		(1) Either a unique 5-digit ZIP Code or, more frequently, a unique ZIP+4 code assigned to a firm or organization receiving high volumes of mail. (2) A sortation concept that determines the number of holdouts needed on automated equipment for high-volume mailers receiving Business Reply Mail or courtesy reply mail and sharing a common ZIP Code.		AM
FIRST-CLASS		The First-Class Mail class marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be represented with FIRST-CLASS MAIL.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
First-Class Mail®	FCM	A mail class that includes all matter wholly or partly in writing or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. First-Class Mail comprises six products: (a) single-piece letters/postcards, (b) presorted letters/ postcards (nonmachinable, machinable, and automation prices), (c) flats (single-piece, presorted, and automation prices), (d) parcels (retail, Commercial Base, and Commercial Plus prices), (e) outbound single-piece First-Class Mail International, and (f) inbound single-piece First-Class Mail International. Any mailable matter may be sent by First-Class Mail service. First-Class Mail service is a market dominant product.		PC
FIRST-CLASS MAIL		The First-Class Mail class marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be represented with FIRST-CLASS.		PC
First-Class Mail International®		A class of international mail for sending correspondence (letters and postcards), documents, and lightweight merchandise weighing up to 4 pounds.		IN
First-Class® Presort		Presorted First-Class Mail.		PC
first day cover	FDC	(philatelic) An envelope with a newly issued postage stamp and a cancellation showing the date the postage stamp was first sold.		ST
first day of issue		(philatelic) The day on which a postage stamp, Stamped Card, or Stamped Envelope is placed on sale. The day is generally marked by a public ceremony at the first-day-of-issue office or in a location with significance to the subject of the stamp. A first-day-of-issue postmark, often a pictorial cancellation, is applied to first day covers bearing the new stamp.		ST
first-day-of-issue office		(philatelic) An officially designated Post Office that provides first-day-of-issue postmarks, which include city and state, on the day the stamp is first issued. It is generally the only office in the country that places the stamps on sale on the first day of issue, with national sales at all other Post Offices the following day.		ST
first flight cover		(obsolete) A philatelic cover carried on the airplane inaugurating a new airline flight. The cover was postmarked with the date of the flight.	(See also *first day cover*.)	ST
first handling pieces	FHP	Mail volume recorded in the operation where it receives its first distribution handling within a postal facility.	(Compare with *subsequent handling pieces (SHP)*.)	MP
fiscal		(philatelic) A revenue stamp that indicates payment of tax but that is not valid for postage. A fiscal is ordinarily affixed to documents and canceled by pen, canceler, or mutilation.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
fiscal period		A calendar division of the fiscal year. The principal fiscal periods are accounting periods, quarters, and fiscal year.		FI
fiscal year	FY	The 12-month period that is used to keep accounts and other records for applications such as budgeting, planning, and operations. The fiscal year begins on October 1 and ends on September 30 and is divided into 12 accounting periods (one for each month), grouped into four postal quarters.		FI
5D		An abbreviation used on mail container labels that identifies the contents as five-digit mail (all for the same 5-digit ZIP Code).		MP
five-digit		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the same 5-digit ZIP Code area. (2) A price category available for some mail classes or products prepared at a five-digit presort level. Can also be written as 5-digit.		PC
five-digit barcode		A POSTNET barcode with a single field of 32 bars consisting of a frame bar, a series of 25 bars that represents the correct 5-digit ZIP Code for the address on the piece, 5 bars that represent the correction digit, and a final frame bar. The term is not used for Intelligent Mail barcodes. Can also be written as 5-digit barcode.		EN
five-digit scheme		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the same grouping of two or more five-digit ZIP Code areas. The five-digit ZIP Code groupings are identified in the City State product or a specified labeling list. (2) Mail processed as a single scheme rather than individually for each five-digit ZIP Code. The five-digit ZIP Code grouping is determined by specific schemes and varies by type of mail and container. Can also be written as 5-digit scheme.		PC
5D SCHEME		An abbreviation used on mail container labels that identifies the contents as five-digit scheme mail (i.e., the ZIP Codes on the mail are for the same five-digit scheme). Can also be shorted to 5D SCH.		MP
Five-Digit ZIP		An address management product that, in conjunction with the City State product, provides 5-digit ZIP Code data that can be appended to computerized mailing lists via address-matching software. It contains detailed street data for multicoded cities (i.e., cities with more than one 5-digit ZIP Code). Both the City State product and the Five-Digit ZIP product must be used to perform complete 5-digit ZIP encoding and validation.		AM
five-digit ZIP Code		A term that emphasizes, with redundancy, that the number in question represents a ZIP Code and not a three-digit ZIP Code prefix or a ZIP+4. Can also be written as 5-digit ZIP Code.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
five-minute leeway rule		A deviation of up to 5 minutes (0.08 hour) from an employee's established work schedule, allowed when congestion at the time clock or other conditions cause clock time to vary slightly from the established work schedule. The daily sum of deviations from the established work schedule may not exceed 5 minutes. This rule applies to full-time and part-time regular employees. It also applies to part-time flexible and casual employees, although they are paid on the basis of their actual clock rings. Can also be written as 5-minute leeway rule.		HR
fixed conveyor		A lift for moving mail from floor to floor or a system of stationary conveyors for an entire postal facility.		EN
fixed cost		A cost that does not vary with the amount or degree of production or volume of mail. It is a cost that remains even if an activity or process stops.	(See also *variable cost*.) (Compare with *institutional cost*.)	FI
Flash Report			(See *eFlash*.)	MP
flat		The general term for flat-size mail.		PC
Flat Rate Box		A USPS-provided Priority Mail mailing container that is charged a single predetermined price regardless of the delivery destination or the actual weight of the contents placed inside the box, as long as the contents fit completely within the box without enlargement or reconstruction. Various boxes are available with different predetermined prices. Additional requirements apply to international mail. The term used as a general modifier without reference to the official product name can be written as flat-rate box.		PC
Flat Rate Envelope	FRE	A USPS-provided Priority Mail Express or Priority Mail mailing envelope that is charged a single predetermined price regardless of the delivery destination or the actual weight of the contents placed inside the envelope, as long as the contents fit completely within the envelope without enlargement or reconstruction. In addition to the standard Flat Rate Envelope, optional USPS-produced envelopes include a Gift Card Flat Rate Envelope, Legal Flat Rate Envelope, Padded Flat Rate Envelope, Small Flat Rate Envelope, and Window Flat Rate Envelope. Additional requirements apply to international mail. The term used as a general modifier without reference to the official product name can be written as flat-rate envelope.		PC
Flat Remote Encoding System	FRES	A real-time image processing system that interfaces between flats processing machines (Automated Flats Sorting Machine (AFSM) 100 and Flats Sequencing System (FSS)) at a plant and a remote encoding center (REC). Images of the flats containing unresolved address data from the flats processing machines are routed to the REC via FRES. FRES transports the image results back to the plant and then to the AFSM100 or FSS in real time for flats sorting.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
flats		(1) The plural for flat, a flat-size mailpiece. (2) The modifier “flats” is preferred to “flat” to distinguish the use of an item intended for flat-size mail from the physical attribute of horizontal evenness or smoothness of an item (e.g., flats case (a case for sorting flat-size mail) vs. flat case (a case that is level or compact).		PC
flats case			(See *case*.)	MP
Flats Identification Code Sort	FICS	A system upgrade to the Automated Flats Sorting Machine 100 that provides the capability to tag flat-size mail with an ID at each in-feed station. This functionality reduces the keying requirement on secondary handling of flats while identifying and tracking each tagged piece.		EN
flat-size mail		A mailpiece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Flat-size mail must be rectangular with four square corners or with finished corners that do not exceed a radius of 1/8 inch. Flat-size mail must also be flexible. Minimum dimensions are different for flat-size mail claimed at automation prices. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.		PC
flat-sorting machine	FSM		(See *flats sorting machine (FSM)*.)	EN
Flats Recognition Improvement Program	FRIP	The enhancement to the address recognition technology used in flats mail automation equipment that improves the optical character reader acceptance rates and reduces error rates.	(Compare with *Letter Recognition Improvement Plan*.)	EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Flats Sequencing System	FSS	A two-pass flats sorting machine that automates the sorting of flat-sized mail into precise delivery order by internally refeeding first-pass mail for sorting on the second pass. Multiple tray handling systems automatically deliver first, second, and final sweep mail to system feeders and dispatch points. The end product is delivery point sequenced mail within street trays, loaded onto mail transport equipment that is dispatched to the dock and loaded onto trucks destined for the delivery units. The FSS processes flats from the Automated Flats Sorting Machine (AFSM) 100 and Upgraded Flats Sorting Machine (UFSM) 1000 mailstreams along with a significant amount of carrier presorted mail that is not handled on the AFSM 100 or UFSM 1000. The FSS consists of a mail preparation subsystem, four high-speed automatic feeders, two optical character reader/ video coding systems (OCR/VCS), a carousel-style sorter with 360 output bins and a circulation delay to allow resolution from the remote encoding center (REC) for non-read pieces, a 700-tray capacity automated tray staging system, and two integrated tray converters (ITCs) that enable a fully automated second pass.		EN
flats sorting machine	FSM	General term for any machine that sorts flat-size mail.	(See also *Automated Flats Sorting Machine (AFSM) 100*, *Flats Sequencing System (FSS)*, and *Upgraded Flats Sorting Machine (UFSM) 1000*.)	EN
flats tray		A four-sided tray used in both mechanized and nonmechanized facilities for flat-size mail that may be secured on top with a separate lid and strapping. It is much taller and shorter than a letter tray.		MP
flats tub		(informal) A flats tray		MP
Fleet Post Office™	FPO	A branch of a designated USPS civilian Post Office, which falls under the jurisdiction of the postmaster of either New York City or San Francisco, that serves Coast Guard, Navy, or Marine Corps personnel.	(See also *military Post Office™*.)	IN
Flexible Spending Account	FSA	A voluntary benefits program that employees fund through payroll deductions to pay for eligible out-of-pocket health care and dependent care expenses with pre-tax dollars, thereby reducing their taxable income.		HR
float			(See *tram*.)	MP
FLTS		Abbreviation used on mail container labels that identifies the contents as flat-size mail. Can be shown as FLT.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
folded self-mailer		An unenveloped letter-size mailpiece made either from a single sheet, no matter how many times it is folded down to letter-size, or from multiple sheets nested together and not joined together to form a spine.	(Compare with *booklet (mailpiece)*.)	MA
foot carrier		A city carrier who delivers mail on foot.		DE
foot collection route		A city route where mail is collected by a carrier on foot from street boxes and from mail chutes and receiving boxes in buildings generally located within downtown business areas.	(See also *business collection route*.)	DE
foot route		A city route on which the carrier walks to deliver the mail rather than drive a vehicle as done on a mounted route. A bicycle or other conveyance used solely as transportation to and from the route does not affect the status as a foot route.		DE
foreign mail		Inbound international mail that is not part of the domestic mail system. This mail can be identified by the origin country.		IN
foreign publications		A qualification category of Periodicals, whether newspaper or other periodical, that meets the basic standards for Periodicals publications and has the same general character as domestic publications entered as Periodicals and is granted Periodicals mailing privileges.	(See also *publication qualification category*.)	PC
Forever® stamp		Nondenominated postage that is sold at the same price as a domestic 1-ounce First-Class Mail letter at the time of purchase and whose value will always equal the prevailing price of a 1-ounce First-Class Mail letter no matter how prices change in the future. The postage design includes the word “Forever.”	(See also *semipostal*.)	ST
forgery		A fraudulent reproduction of a postage stamp, other official or authorized form of postage (e.g., a Stamped Card or Information-Based Indicia), or a Postal Money Order or other item, including identification documents and official filings, that is designed to defraud either postal authorities or the public.	(See also *bogus* and *counterfeit*.)	IS
forward		To redirect mail to the intended recipient’s new delivery address in cases where PS Form 3575, *Change of Address Order,* or other written or personal notice has been filed with the local Post Office or submitted online or via telephone.		AM
Forwarding Service Requested		An Ancillary Service endorsement printed on mail by the sender that directs USPS to forward undeliverable-as-addressed mail. If no change-of-address order is on file or the time period for forwarding has expired, the piece is returned to the sender with the reason for nondelivery attached. Fees charged can vary by mail class and product.		AM
4-state customer barcode			(See *Intelligent Mail® barcode (IMb™)*.)	EN
fourth-class mail		(obsolete)	(See *Package Services*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
frame		(philatelic) The outer border or a stamp design, often ornamental, consisting of a line or group of lines. Many modern stamps do not incorporate a frame into the design.	(Compare with *vignette*.)	ST
frame bar		Either the first long bar or last long bar of a POSTNET or PLANET barcode. These two bars at each end of the barcode have no numeric significance.		EN
frank		(1) To mark or print a mailpiece with an official signature or other approved marking or wording in place of postage stamp that indicates that the sender is entitled to mail the piece without prepayment of postage. (2) To affix to a mailpiece a postage stamp or print an authorized marking that indicates postage payment. (3) The signature or marking on a mailpiece used in place of a postage stamp. (4) The postage stamp or marking indicating postage payment. The term "frank" comes from an old English word meaning free.		PC
franked mail		Official mail sent without postage prepayment by members and members-elect of Congress, the vice president, and other authorized individuals. Mail must relate to the mailer's official business, activities, and duties. The mailpiece bears a written signature, printed facsimile signature, or other required marking instead of a postage stamp.	(Compare with *penalty mail*.)	GC
fraud order		An order issued by the judicial officer or a delegated assistant directing a postmaster to mark FRAUDULENT and to return to sender all mail addressed to any person or concern found violating the postal fraud or lottery statutes.	(See also *mail fraud*.)	GC
freak		(philatelic) A stamp that exhibits a printing or production problem such as a color shift or smear, over inking, incorrect perforation, or paper fold. A freak is random or may occur inconsistently on several stamps, but is not considered a major production error.	(Compare with *error (stamp)*.)	ST
free absentee ballots		Any balloting materials, consisting of postcard applications, ballots, voting instructions, and envelopes that may be sent through the mail without prepayment of postage to overseas military personnel and their spouses. Certain other individuals may be eligible. The absentee ballot provisions for mailing without postage are for federal elections including special elections of a federal nature. They are not for local elections.	(See also *official election mail* and *political campaign mail*.)	GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
free matter for the blind or handicapped		Material mailed free of postage if mailed by or for the use of blind or other persons who cannot read or use conventionally printed materials because of a physical handicap. Such mail is not considered part of any particular mail class but is treated as First-Class Mail pieces solely for determining standards for processing and delivery and for handling if undeliverable. The mail must be marked "Free Matter for the Blind or Handicapped" in the upper right corner of the address side. Free matter is also available as an international service.		PC
frown		(informal)	(See *smiles, frowns, and upside downs*.)	MP
full bar		(1) In POSTNET barcode symbology, the tall bar that covers both the invisible top and bottom regions. (2) In Intelligent Mail barcode symbology, the longest bar that covers all three regions (from bottom to top): the descending (bottom) region, tracking (middle) region, and ascending (top) region.	(See also *ascender*, *descender*, *half bar*, and *tracker*.)	EN
full flats tray		A tray that is sufficiently filled with flats to allow or require preparation to the corresponding presort destination. A full flats tray contains at least enough pieces so that a single stack lying flat on the bottom of the tray reaches to the bottom of the handholds. Additional pieces must be added when possible to fill the tray. A tray with less mail may be prepared only if less-than-full or overflow trays are permitted by the standards for the price claimed.		MA
full letter tray		A tray filled at least 85% full with faced, upright pieces. Each tray must be physically filled to capacity before the filling of the next tray. A tray with less mail may be prepared only if less-than-full or overflow trays are permitted by the standards for the price claimed.		MA
full sack		A sack filled with the minimum number of pieces or pounds of mail needed to qualify for the mail class or product and price claimed.		MA
Full-Service Intelligent Mail® option		One of two Intelligent Mail offerings that requires a maximum 31-digit Intelligent Mail barcode comprising five fields: the Barcode ID, Service Type Identifier, Mailer ID, Serial Number, and Routing Code. The Full-Service Intelligent Mail option requires unique mailpiece barcodes, the use of Intelligent Mail barcodes on tray labels or container placards, electronic documentation, and the use of Facility Access and Shipment Tracking to schedule appointments for the entry of mailings.	(Compare with *Basic Intelligent Mail® option*.)	IM
function		A specific set of skills and resources that can be used to perform one or more activities that make up a postal process. Usually, several functions are associated with a single process.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Function 4		Mainly manual distribution of mail to carriers and to Post Office Boxes in a station, branch, or Post Office. Function 4 includes supervisory hours in support of customer service activities that include Post Office window services, and miscellaneous administrative and Computerized Forwarding System operations.		RE
gateway		An important transportation center, especially for air transportation, where mail routes converge and mail is routed for onward dispatch.		TR
gaylord		A pallet-size box used for shipping mail in bulk quantities. It is usually constructed of triple wall corrugated fiberboard that fits on standard pallets. The first triple-wall corrugated pallet boxes were manufactured by the Gaylord Container Corporation.		MP
General Accounting Branch	GAB	A division of the St. Louis Accounting Service Center that handles the control, reconciliation, and verification of all Postal Money Order activity, including paper, global electronic, and military money orders. It also handles construction in progress, real property, leasehold improvements, and operating and capital leases.		FI
general delivery		An alternate delivery service that allows customers with proper identification to pick up mail at Post Offices. Provided primarily at offices without carrier delivery or for transients and customers who do not have a permanent address or who prefer not to use Post Office Boxes.	(See also *poste restante*.) (Compare with *Caller Service*.)	DE
general mail system	GMS	The entire postal system, including the bulk mail network and all postal field operations.	(Compare with *National Network Distribution System (NNDS)*.)	MP
general Post Office™	GPO	(obsolete)	(See *main Post Office™*.)	DE
general publications		A qualification category of Periodicals publications that meets the applicable basic standards for Periodicals and is originated and published to disseminate information of a public character or is devoted to literature, the sciences, art, or some special industry and meets certain requirements for circulation and advertising.	(See also *publication qualification category*.)	PC
general purpose container	GPC		(See *general purpose mail container (GPMC)*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
general purpose mail container	GPMC	A wheeled multipurpose container constructed of square steel tubing and sheet steel material that is nestable (i.e., it can be stored in an L-shaped configuration) and is used to transport, stage, and distribute sacks, trays, and bundles. More than 5 feet tall, with a maximum cargo load of 1,200 pounds, the container can be pushed by hand or pulled by tractor. Two fold-back shelves are provided (one on the bottom and one halfway up) to separate the load in the container if required. The GPMC has retractable doors that, when closed, make the container a full container, protecting the mail and preventing mail from falling from the GPMC in transit.	(Compare with *eastern region mail container*.)	MP
general scheme		A pattern of distribution of mail for a state or section of a state that shows the route or supply by which each Post Office receives mail.		MP
girth		The measurement around the thickest part of a mailpiece.		MA
Global Bulk Economy™		A low-cost international service for commercial mailings offered through Postal Qualified Wholesalers.		IN
Global Direct™		A service that gives customers a way to send items through USPS bearing the postal indicia, markings, and return address of the destination country.		IN
Global Expedited Package Service	GEPS	A customized solution for parcel shippers that offers discounted rates on Priority Mail Express International service and Priority Mail International service. GEPS has three discount levels by entry: traditional (at any business mail entry unit), metro (near an international service center (ISC)), and dropship (at an ISC).		IN
Global Express Guaranteed®	GXG®	The premium international expedited delivery service that is a business alliance between USPS and FedEx Express. It provides reliable, high-speed, time-definite service from designated ZIP Code areas to locations in most destination countries. GXG service is guaranteed to meet destination-specific delivery standards or the postage may be refunded. If a shipment is lost or damaged, liability for lost or damaged merchandise or for document reconstruction is limited to $100 or the amount of additional optional insurance purchased. The maximum weight is 70 pounds, but some countries have a lower maximum weight limit. GXG is a competitive product.	(See also *international mail*.)	IN
Global Shipping Software	GSS	An application provided to qualifying mailers by USPS that streamlines the shipping process by supporting data capture, postage calculation, label generation, manifesting, and data transfer for packages.		IN
gondola		(informal) A six-wheeled container or tub used to move pouches, sacks, and nonsackable mail.	(See also *basket*.)	MP
Government Fiscal Year	GFY	The fiscal year used throughout the federal government, including USPS, that begins on October 1 and ends the following September 30.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
government mail			(See official mail.)	PC
Government Performance and Results Act	GPRA	Legislation under Public Law 103-62 that requires all federal agencies, including USPS, to publish a 5-year strategic plan updated at least every 3 years and performance reports and performance plans updated every year. The specific obligations of USPS under GPRA are set forth in chapter 28 of title 39, U.S. Code.		GC
Governors			(See Board of Governors.)	GC
gravity roller conveyor			(See conveyor.)	EN
green diamond border envelope		An envelope or card bearing a green diamond border that is used only for First-Class Mail pieces. Any envelope or card bearing a green diamond border is charged the appropriate First-Class Mail or Priority Mail price, regardless of mail content or of requested class or service.		PC
Grievance Arbitration Tracking System	GATS	A Web-based application that tracks grievances and collects data used to assess and correct labor relations problem areas. GATS allows users to write decisions, manage arbitration scheduling, and initiate grievance-related payments. Its reporting function provides information to managers at all levels for planning, implementing, and evaluating actions related to USPS collective bargaining responsibilities.		HR
gross accept rate	GAR	The overall acceptance rate for mechanized or automated equipment calculated by dividing the total pieces handled (TPH) by the total pieces fed (TPF) and multiplying the result by 100. (GAR = (TPH/TPF) x 100.)	(See also total piece handling (TPH) and total pieces fed (TPF).)	EN
gross combined weight	GCW	The combined total vehicle weight of a tractor and trailer.		TR
group		(1) To sort mail for different ZIP Codes, facilities (e.g., mixed area distribution centers), or carrier routes (e.g., 5-digit carrier routes) into a container such as a letter tray as if to bundle the pieces by ZIP Code, facility, or route but not to secure them into a bundle. (2) A mail preparation instruction to segregate pieces by ZIP Code, facility, or carrier route, place the pieces in the same container, and maintain the units without securing the pieces into bundles.		MA
GrowGlobal!®		A marketing initiative that targets multicultural populations as potential customers for domestic and international postal products and services.		IN
Growth Management Tool	GMT	A program that standardizes the decision-making process that determines the route type (city, rural, or highway contract) and mode (other, curb, or central) for new addresses added to the delivery network.		DE
guard rail		(informal)	(See frame bar.)	EN
gum			(See adhesive.)	ST
gurney			(See basket.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
gutter		(philatelic) The selvage separating panes on a full sheet of stamps, generally discarded during the cutting of the sheets into panes.	(See also *pane* and *sheet*.)	ST
half bar		In POSTNET barcode symbology, the short bar that covers only the invisible bottom region. It does not cover the top region.	(See also *ascender*, *descender*, *full bar*, and *tracker*.)	EN
hamper		A canvas-lined tub supported by a steel and wood frame on six casters with the swivel-type casters on each of the four corners or a large orange plastic tub with upper webbing on the long sides and mounted on a frame with wheels used to transport bulk, bundled, and sacked mail between postal operations or facilities.		MP
hand-back service		(philatelic) Postmarking of stamps on envelopes, postcards, and other items for philatelic purposes presented by customers and returned to them. Such material must bear uncanceled postage at the applicable First-Class Mail price.	(Compare with *mail-back service*.)	ST
handbook		A directive that documents procedures for implementing policy in related manuals. It is codified to show the relationship to one of the manuals.	(See also *manual*.)	CO
hand cancellation		Any cancellation of postage that is applied manually rather than mechanically or automatically.	(See also *hand-stamped cancellation*.)	MP
hand-stamped cancellation		A cancellation on postage stamps that is applied manually (rather than mechanically with a canceling machine) on mailpieces that are nonmachinable or do not meet USPS dimensions. It includes the standard cancellation with killer bars, the circular cancellation without killer bars, the first-day-of-issue cancellation, the bull's eye cancellation, and the pictorial cancellation.		ST
Handwritten Analysis Interpretation	HWAI	A software enhancement to the remote computer reader (RCR) that can resolve neat handwritten cursive and printed addresses on mailpieces so that they can be processed on automated equipment.		EN
hang the rack			(See *dress the rack*.)	MP
hards		(informal) Mail laid aside pending instructions on proper dispatch. Also called selects.		MP
hash		(informal) Mail that is not required to be ready for close connections and not in sufficient quantity to warrant a definite separation. Also called layover mail and house mail.		MP
Have You Seen Me?		A joint effort with USPS, the National Center for Missing and Exploited Children, and Vlassis to reunite families with missing children through America's Looking for its Missing Children program.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
hazardous material		Any article or substance designated by the U.S. Department of Transportation (DOT) as being capable of posing an unreasonable risk to health, safety, and property during transportation. Not all hazardous materials are mailable, and those that are mailable must be prepared, documented, and marked according to specific requirements.	(See also *biohazardous material.)*	PC
hazmat		(informal) Hazardous material.		PC
header			(See *case label*.)	DE
head-out		The starting point of a mail run or trip.		TR
Headquarters		USPS corporate center that develops national policy, processes, products, and services, and directs and coordinates the national operations of the entire postal network. It is located in Washington, DC.	(Compare with *area* and *district*.)	HR
heavy		(informal)	(See *bulkie*.)	MP
heavy letter mail		Letter-size mail weighing more than 3 ounces.		PC
Helpdesk Expert Automation Tools	HEAT	A call logging and customer relationship management (CRM) system used and administered by National Materials Customer Service with modules that include a knowledgebase and self-service Web site that are both integrated.		SM
high density collection box		The largest available collection box that is designed to handle high volumes of collection mail. A hamper is placed inside to facilitate mail collection. This type of box is found generally at processing plants or busy city Post Offices. The box can be configured with an extended chute (called a snorkel) for motorist curbside deposit of mail.	(See also *collection box* and *jumbo collection box.)*	DE
high density price		A carrier route price for Standard Mail and Periodicals pieces that requires preparing the mail in walk sequence, with a minimum of 125 Standard Mail pieces per route required and a minimum of 125 Periodicals pieces per route required except for Periodicals In-County prices, which require a minimum number of pieces equal to 25% of the total active possible deliveries.	(See also *saturation price*.)	PC
High Speed Universal Sorter	HSUS	A system that replaces the manual sortation of parcels, nonmachinable outsides, sacks, trays, and tubs into six to 22 separations. The system is made up of barcode scanner(s), belt conveyor, and electric pushers for diverting the parcels and containers.	(Compare with *Low Cost Universal Sorter (LCUS).)*	EN
highway contract route	HCR	A route of travel served by a postal contractor to carry mail in bulk over highways between designated points. HCRs generally do not deliver mail to individual customer addresses along the line of travel. Highway contract routes make up the largest single group of transportation services used by USPS and range from long-haul tractor trailers to box delivery routes. (Formerly called star route.)		TR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Highway Post Office	HPO	(obsolete) The distribution of mail on a fleet of busses that was started in 1941 to fill in for the gradual withdrawal of Railway Post Office trains. The service was terminated in 1974.	(See also *Railway Post Office (RPO)*.)	TR
hinge		A small piece of material, often glassine, lightly gummed and folded for affixing stamps onto album pages.		ST
hinged		(philatelic) A stamp condition in which the back of the stamp has a hinge or shows marks indicating that a hinge was used to mount the stamp in an album.	(Compare with *unhinged*.)	ST
hit		(informal) To postmark mail with a hand-stamped cancellation.		MP
Hold For Pickup		A delivery option for parcels that are shipped to a designated Post Office or delivery unit for customer pickup rather than delivery to a customer address. The option is available for Priority Mail Express, online and commercial Priority Mail (except Critical Mail), commercial First-Class Mail parcels, and barcoded, nonpresorted Parcel Select parcels.	(See also *Priority Mail Express Hold for Pickup*.)	SH
holdout		Mail held for handling and dispatch and for businesses that receive a large volume of mail.	(See also *customer hold mail* and *firm holdout*.)	MP
hologram		An image that appears to be three-dimensional when viewed from an angle. Holograms have appeared on some modern stamps and postal stationery		ST
horizontal bars		A series of uniform, wide bars, parallel to the length of the mailpiece, printed immediately below the NO POSTAGE NECESSARY imprint in the upper right corner of the face of a Business Reply Mail piece or Merchandise Return Service piece.		MA
horizontal perforation		The placement of perforations on a roll of coil stamps at the top and bottom of the stamp design. This configuration is less common than vertical perforations.	(See also *coil* and *vertical perforation*.)	ST
hot case		(informal)	(See *final case*.)	DE
hot house		(informal) An area used to separate and dispatch preferential mail. Also called hot spot.		MP
hot mail		(informal)	(See *preferential mail*.)	MP
hot stamp		(informal) A stamp printed with ink that contains a substance that becomes luminescent when passed through a facer-canceler.	(See also *luminescent indicia detector* and *tagging*.)	ST
Household Diary Study	HDS	An annual USPS survey conducted since 1987 that collects information on household use and receipt of mail and how that use changes over time. The survey collects information on types of mail and on the demographics of the households including lifestyle, attitudes toward mail and advertising, bill payment behavior, and the use of the Internet and other information technologies.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
household mail		(informal) Mail intended for consumers rather than businesses. Residential mail.		MS
house mail		(informal)	(See *hash*.)	MP
Hub and Spoke Program	HASP	(obsolete)	(See *Surface Transfer Center (STC)*.)	MP
Human Capital Enterprise System	HCES	A multi-platform system that houses personnel and payroll data of all employees and includes functionalities such as complement and staffing data. It is the technical component of the Human Capital Enterprise program.		HR
Human Resources Shared Service Center	HRSSC	The national operational and processing center for personnel actions such as new hires, reassignments, promotions, benefits administration, separations, and retirements. The center is a specialized full-service facility and call center staffed by career human resources specialists. HRSSC also provides self-service options that employees use to manage their benefits. The center is located in Greensboro, NC.		HR
hybrid mail		Mail created from digital data that is electronically transmitted to distributed print sites, transformed into physical form, and entered at a postal facility for delivery.		US
iComplaints		A tracking system that records activities associated with Equal Employment Opportunity administrative processes and civil actions.		HR
identical piece		An individual mailpiece that has the same mail classification and physical aspect, size, and weight as all other pieces in a presorted mailing. It is not necessary for the pieces to have the same origin or destination address.		MA
identical-weight mailing		A mailing in which all pieces weigh the same. Mailings not made up of identical-weight pieces generally require a postage payment system such as a Manifest Mailing System that documents each piece.	(Compare with *nonidentical-weight mailing*.)	MA
Identification Code Sorting	ICS	A system that records and tracks the florescent ID tags applied by mail processing equipment on automation-compatible letter mail. Data components of this tag provide information, including the location where the mailpiece was introduced into the automated flow and the address assigned to the mailpiece through address directory lookup. Data components of the ID tag are updated with each processing of the mailpiece, providing a basis for tracking the mailpiece through the automation system. The information collected can also be used to sort mailpieces if the barcodes later become unreadable or incomplete without the need for overlabeling and reprocessing through the Letter Mail Labeling Machine.	(See also *MultiMode* and *ZIP/Tag Mismatch*.)	EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
identification statement		A notice that must be included in all copies of publications authorized Periodicals mailing privileges and in all copies mailed pending approval of Periodicals mailing privileges. It includes the publication title and number, the issue date, the issue number, a statement of frequency, the name and address of the known office of publication, the imprint "Periodicals Postage Paid at…", and the mailing address for change-of-address orders.		PC
idle vehicle time		The period during a scheduled tour when a vehicle is inactive.		TR
Image Processing Subsystem	IPSS	A system that receives an image of the address area and associated mailpiece ID tag of staged mail awaiting ZIP+4 codes. The IPSS sends the image to a remote computer reader (RCR) for off-line processing of the address block. If the RCR finds a match, the ZIP+4 code is attached to an ID tag within a database. If no match is found, the image and tag are transmitted to a remote encoding center for human ZIP+4 matching. The IPSS is part of the Remote Bar Coding System.		EN
imperf		(informal)	(See *imperforate*.)	ST
imperforate		(philatelic) A postage stamp without perforations or separating holes in a pane or sheet that require cutting with scissors or removal from the backing. Until about 1860, most stamps were imperforate.		ST
Inbound Direct Entry	IDE	An international service for parcels that allows access to USPS domestic shipping services for certain foreign countries. IDE uses shipping software to pay postage for the parcels.		IN
incentive		Any price reduction (i.e., discount) to a postal product or service relative to the next highest relevant price or a rebate for the use of a product or service based on various requirements such as mailer-specific volumes.	(Compare with *rebate*.)	PC
incidental attachment		A separate First-Class Mail piece attached to another mailpiece (host piece) of a different mail class. The First-Class Mail piece is closely associated with or related to the contents of the host piece (e.g., a First-Class Mail bill for books attached to the outside of the carton containing the books mailed as Bound Printed Matter). The attached incidental piece is mailed at the applicable postage of the host piece. If mailed separately, the attachment requires First-Class Mail postage. Incidental First-Class Mail matter may be attached to Periodicals matter, Standard Mail merchandise, and Parcel Select and Package Services matter	(Compare with *nonincidental attachment*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
incidental enclosure		A separate First-Class Mail piece enclosed inside another mailpiece (host piece) of a different mail class. The First-Class Mail piece is closely associated with or related to the contents of the host piece (e.g., a First-Class Mail bill for books enclosed inside the carton containing the books mailed as Bound Printed Matter). The attached incidental piece is mailed at the applicable postage of the host piece. If mailed separately, the enclosure requires First-Class Mail postage. Incidental First-Class Mail matter may be enclosed in Periodicals matter, Standard Mail merchandise, and Parcel Select and Package Services matter.	(Compare with *nonincidental enclosure*.)	PC
incoming distribution		Mail, whether incoming primary or incoming secondary, that requires sortation according to the appropriate scheme.		MP
incoming mail		Mail received by a postal facility, most commonly for distribution and delivery within the delivery area of the receiving facility.	(See also *destinating mail*.) (Compare with *outgoing mail*.)	MP
incoming mail processing center	IMPC	A mail processing facility that serves as a hub for incoming mail that destinates at other processing or delivery facilities in its service area.		MP
incoming primary	IP	A scheme or sort plan in which destinating mail served by the processing plant is first sorted to city zones (5-digit ZIP Code ranges) and local stations, branches, or Post Offices. Most incoming primary schemes may also have a small number of finer local separations. Also called SCF distribution, incoming (no additional description), incoming scheme, and state distribution.	(Compare with *incoming secondary* and *outgoing primary*.)	MP
incoming secondary	IS	A scheme or sort plan in which incoming mail that has already been prepared or sorted to a delivery unit is further sorted to carrier routes, route sectors and segments, or Post Office Box sections or Caller Service numbers. Incoming secondary is the 5-digit destination within a 5-digit incoming primary city or 3-digit destination. This mail is by zone and then may be sorted to carrier route, sector segment, or delivery point sequence.	(Compare with *incoming primary* and *outgoing primary*.)	MP
incoming sort plan		A scheme that identifies separations made for destinations with the delivery area of the processing facility such as Post Offices, carrier routes, box sections, or firms.	(Compare with *outgoing sort plan*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
In-County price		A price that applies to subscriber or requester copies of any issue of a Periodicals publication entered within the county in which the Post Office of original entry is located for delivery to addresses within that county and to outside-county copies that are part of a carrier route with addresses destined inside the county if either of the following is met: (a) the total paid or requested circulation of the issue is less than 10,000 copies, or (b) the number of paid or requested copies of the issue distributed within the county of publication is more than 50 percent of the total paid or requested circulation. The Mail Classification Schedule designation is Within-Country price.		PC
indemnity claim		A customer request for reimbursement filed for loss or damage to an item mailed with insurance or via Collect on Delivery service, Registered Mail service (with postal insurance), or *Priority Mail Express* service.		PC
indicia		Imprinted designation and markings on mail that denote postage payment (e.g., permit imprint, metered postage, and PC Postage products). Broadly, the term can include postage stamps. In many instances, the amount of postage paid is not displayed on the mailpiece. Although the term is technically the plural of indicium, indicia may be used like the term data to indicate singular or plural.		PC
indicium			(See *indicia*.)	PC
Individual Development Plan	IDP		(See *Electronic Individual Development Plan (eIDP)*.)	HR
industrial trailer		A platform trailer (3 feet wide and 7 feet long) with two fixed and two swivel casters and end racks. It is used generally at postal terminals to move sacked mail between operations and can be coupled with other trailers to form a train drawn by an electric tractor.		TR
infectious substance		A material known or reasonably expected to contain a pathogen that can cause disease in humans or animals. A designation for a regulated material that can include infectious substances, biological products, regulated medical waste, sharps medical waste, used health care products, and forensic materials. Certain substances are not permitted in domestic or international mail, unless intended for medical or veterinary use, research, or laboratory certification related to the public health. Infectious substances permitted in the mail must be prepared, packaged, and marked according to specific requirements.		PC
Information-Based Indicia	IBI	A digital indicia that represents prepaid evidence of postage and includes both human-readable information and a USPS-approved two-dimensional (2D) barcode containing specified data elements.		PT

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Information-Based Indicia meter		A postage meter leased from a USPS-authorized provider that produces an indicia containing a two-dimensional (2D) barcode.		PT
information service center	ISC	(obsolete)	(See *accounting service center (ASC)* and *Integrated Business Systems Solutions Center (IBSSC)*).	IT
Information Technology Service Center	ITSC	The information technology organization that provides infrastructure services including telecommunications, workstations, and networking. The center is located in Raleigh, NC.		IT
Injury Compensation Performance Analysis System	ICPAS	An application that assists in managing accident prevention and claims within the safety program.		HR
ink jet canceler	IJC	A replacement of the mechanical canceler on the Advanced Facer Canceler System that provides automatic update of cancellation dates. The ink jet printing technology applies a cancellation mark on each mailpiece by spraying tiny ink droplets at a high velocity under computer control.		EN
In-Line Scale	ILS	A system that outputs transaction information for each tray (or tub) of first handling pieces (FHP) that includes a net weight, transaction type, mail type, and the operation from which it came and to which it is going.		EN
In-Office Cost System	IOCS	The primary probability sampling system used to distribute the labor costs of clerks, mail handlers, city carriers, and supervisors to the activities carried out by those employees, particularly activities related to the handling of mail of all classes, products, and price categories, and to the provision of Special Services. The collected IOCS data is used to develop proposals for new postal prices, assist in budget preparation, and conduct management studies.		FI
Input Subsystem	ISS	Modifications to mail processing equipment such as the Advanced Facer Canceler System and the Delivery Bar Code Input/Output Subsystem that print and verify ID tags in the form of a barcode on the back side of mailpieces. The ID tags track individual mailpieces and images as they are processed throughout the Remote Bar Coding System.		EN
inscription		(philatelic) The letters, words, and numbers that are part of the overall stamp design.		ST
insert		(1) A letter, card, or similar item placed inside another mailpiece (host piece). (2) The letter or card inside a window envelope on which address and other information is printed and appears through the window.	(See also *attachment* and *enclosure*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Inspection Service			(See *Postal Inspection Service*.)	IS
inspector general		An official appointed by and reporting directly to the nine Governors of USPS and independent of postal management. The Office of the Inspector General investigates and evaluates programs and operations to ensure efficiency and integrity of the postal system.		GC
institutional costs		Postal costs that cannot be directly or indirectly assigned to any mail class or product. They can be considered common costs or overhead costs needed for overall operations.	(Compare with *attributable cost*.)	FI
insufficient postage		Mail of any class, including mail indicating Special Services (except Priority Mail Express service, Registered Mail service, and nonmachinable First-Class Mail service), that is received at either the office of mailing or office of address without enough postage. Such mail is marked to show the total (rounded off) deficiency of postage and fees. Individual such pieces (or quantities fewer than 10) are delivered to the addressee on payment of the charges marked on the mail. For mailings of 10 or more pieces, the mailer is notified so that the postage charges may be adjusted before dispatch.	(See also *omitted postage* and *postage due*.)	FI
insurance		A Special Service available for certain mail classes and products for merchandise insurance liability. It is available as regular insurance (First-Class Mail service, Package Services mail, Parcel Select service, and Priority Mail service), bulk insurance (Standard Mail service only), and Priority Mail Express insurance. Insurance is also available as an international service.	(See *Insured Mail*.)	PC
Insured Mail		A Special Service that provides indemnity coverage for a lost or damaged article, subject to the standards for the service and payment of the applicable fee (in addition to postage). A bulk insurance discount is available for authorized mailers. Insured Mail provides the mailer with a mailing receipt, and no record is kept at the office of mailing. No signature is obtained from the recipient for articles insured for $200 or less. USPS maintains delivery information for a specified period of time. The official term in the Mail Classification Schedule for the Special Service is simply insurance, although the term Insured Mail is widely used, including on the official forms (PS Form 3813 and PS Form 3813-P) required for the service.		PC
Integrated Business Systems Solutions Center	IBSSC	Information system support units that develop and provide national services and solutions for systems used in accounting and budgeting, data integration between systems, delivery, human resources, security, and transportation. Each of the four centers handles distinct responsibilities. The centers are located in Eagan, MN; St. Louis, MO; San Mateo, CA; and Wilkes-Barre, PA.		IT

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Integrated Data System	IDS	The central source for the collection and distribution of mail processing and mailpiece data from all automated mail processing equipment and material handling systems at mail processing facilities. IDS processes the mailpiece barcode data used to identify and track mailpieces within the mail processing environment.		EN
Integrated Dispatch and Receipt	IDR	A system that automates mail dispatch and receipt functions at processing facilities. Each system is a unique, site-specific combination of different equipment types.		EN
Integrated Financial Plan	IFP	A documented plan that integrates three distinct annual financial plans: Operating Plan, Capital Plan, and Financing Plan. It is submitted to the Board of Governors for approval as the primary documentation of financial needs and plans for the coming year.		FI
Integrated Operating Plan	IOP	Formal agreement between functional units, usually between processing and distribution centers (PDCs) and between PDCs and delivery units. An IOP documents commitments between operations such as dispatch times, the types and quantities of mail on each dispatch, and the movement of empty equipment.		MP
integrated barcode		A standard parcel barcode (symbology GS1-128) that combines two or more services into one barcode, eliminating the need to print separate barcodes for each service requested.		EN
integrated retail terminal	IRT	The first microcomputer used at retail windows to weigh items, calculate postage and fees, and perform postal accounting functions. Point of Service ONE (POS ONE) equipment has replaced the IRT in many retail operations.		RP
Intelligent Mail®	IM	The technology platform for the advanced generation of postal services, features, and products. Mailers and USPS gain end-to-end visibility into the mailstream through the suite of Intelligent Mail barcodes and by submitting electronic documentation, which creates actionable information about mail for marketing, financial, and operational environments.		IM
Intelligent Mail® Asset Control System	IMACS	A system that tracks the location and status of Intelligent Mail Data Acquisition System (IMDAS) equipment.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Intelligent Mail® barcode	IMb™	A 31-character, four-state USPS-developed barcode consisting of 65 vertical bars that is used to sort and track letters, cards, and flats on automated equipment. The 65 bars represent one of four possible states: full bar, ascender, tracker, and descender. These 65 bars encode a string of 31 digits, divided into two parts: a 20-digit tracking code and an 11-digit routing code (when required). The 11-digit routing code may contain a ZIP Code, a ZIP+4 code, or a delivery point code, unless required to contain a certain level of code in specific applications. No correction digit is needed within an Intelligent Mail barcode. The barcode encodes tracking information that identifies the mailer, type of service, and serial number and the routing code and routing information that contains the delivery point ZIP Code. The IMb is more versatile than the POSTNET barcode because more services can be embedded within one barcode. The IMb can combine into a single barcode the data of the POSTNET and PLANET Code barcodes, as well as other data.		EN
Intelligent Mail® container barcode	IMcb	A barcode that provides visibility at the mail aggregate level. It is printed on mailer-generated labels to identify the mail owner and the pallets and similar containers (e.g., all purpose containers, hampers, pallet boxes). It provides a link between the electronic mailing record and the physical mail aggregate. The IM container barcode consists of a 21-character data string encoded in a barcode that generally follows the GS1-128 barcode symbology.		EN
Intelligent Mail® Data Acquisition System	IMDAS	A system that supports standardized hardware and a software platform for mobile data collection and data transfer through scanning technology for postal products and services including Intelligent Mail.		EN
Intelligent Mail® Device	IMD	A hand-held scanner that reads and collects barcode data from products such as Priority Mail Express and USPS Tracking services. The IMD also supports operational programs like Surface Visibility and the Electronic Verification System and is a key tool for delivery and vehicle management.		EN
Intelligent Mail® Device Help	IMDHelp	A self-help system that provides the Intelligent Mail Device (IMD) user with steps for resolving common problems related to the device. If the instructions do not resolve the problem, the system gives the user the option to order a replacement device.		IM
Intelligent Mail® package barcode	IMpb	A parcel barcode that is similar in purpose to the Intelligent Mail barcode for letters and flats. The IMpb uses the same barcode GS1-128 symbology and similar data constructs used for USPS Tracking and Signature Confirmation services.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Intelligent Mail® tray barcode	IMtb	A 24-digit barcode that is used on the Intelligent Mail tray labels. The barcode identifies the destination ZIP Code, the contents of the tray, processing information, the mailer, and the unique serial number for the tray. The IMtb uses the ISS Code 128 symbology.		EN
Intelligent Mail® tray label	IMtl	A label format for trays, tubs, and sacks that include a unique 24-digit Intelligent Mail tray barcode and human-readable routing information. These labels identify the container and content as well as the originator of each handling unit as it moves throughout USPS mail processing and transportation networks.		EN
interline movement		Mail that moves between origin and destination by connecting schedules of more than one air, highway, or rail carrier.	(See also *intermodal*.)	TR
intermodal		The use of two or more modes of transportation to move mail from origin to destination.	(See also *interline movement*.)	TR
International Ancillary Service		A Special Service that may be combined with certain international mail products as an optional addition. Available International Ancillary Services are Certificate of Mailing, Insured Mail, Registered Mail, Return Receipt, and Restricted Delivery.	(See also *Ancillary Service*.)	IN
International Business Reply Mail®	IBRM	A service that is similar to domestic Business Reply Mail that enables overseas recipients to return, without affixing postage, response envelopes and postcards to the authorized U.S. sender who mailed the original mailpieces containing the response pieces. Postage and service fees are collected from the permit holder when the returned pieces are delivered. Also called International Business Reply Service (IBRS) and, in French, "Correspondance Commerciale-Réponse Internationale" (abbreviated as CCRI).		IN
International Business Reply Service	IBRS		(See *International Business Reply Mail (IBRM)*.)	IN
International Certificate of Mailing		An International Ancillary Service that provides evidence of mailing only. It is available for unregistered First-Class Mail International service, free matter for the blind or handicapped, ordinary (uninsured) Priority Mail International parcels, and airmail M-bags.		IN
international direct sack			(See *M-bag*.)	IN
international mail		Mail originating in one country and destinating in another.		IN
International Mail Manual	IMM®	The directive that contains official prices and standards for all international mail services. It is one of the policy manuals. The official title and styling of the document is *Mailing Standards of the United States Postal Service,* International Mail Manual.	(See also *manual*.)	IN
international money order			(See *International Postal Money Order*.)	IN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
International Postal Money Order		A service that transfers funds to individuals or firms in countries that have entered into agreements with USPS for the exchange of Postal Money Orders.		IN
International Post Corporation	IPC	A cooperative association of national postal operators from North America, Europe, and the Pacific. Key initiatives include upgrading international quality, managing incentive-based intercompany payment systems, creating business intelligence, and sharing views and information among members. IPC is governed by a board composed of chief executive officers from 10 of the IPC members, plus a president and chief executive.		IN
International Priority Airmail™	IPA®	An outbound international service for volume mailings of First-Class Mail International postcards, letters, large envelopes (flats), and packages (small packets). Separate prices are available for international service center (ISC) drop shipments, presorted mail, and worldwide nonpresort mail. Volume incentives are available through customized agreements. With the exception of M-bags, IPA mailpieces are sealed against postal inspection.		IN
International Registered Mail		An International Ancillary Service that provides security in the United States and limited indemnity protection for First-Class Mail International service, including the Priority Mail Flat Rate Envelope and small Priority Mail Flat Rate Box in the destination country. M-bags may not be registered.		IN
International Reply Coupon	IRC	A voucher that provides a foreign addressee with a prepaid means of responding to mail from a sender in another country. IRCs are exchangeable for postage stamps by postal administrations in member countries of the Universal Postal Union.		IN
International Restricted Delivery		An International Ancillary Service that limits who may receive an item. It is available for First-Class Mail International service and the Priority Mail Flat Rate Envelope and small Priority Mail Flat Rate Box. International Restricted Delivery is available only for items sent as International Registered Mail with International Return Receipt service.		IN
International Return Receipt		An International Ancillary Service that provides the sender with evidence of delivery for International Registered Mail items and insured parcels.		IN
international service center	ISC	A facility that dispatches and receives international mail going to and received from designated operators. The ISCs are located in New York, Miami, Chicago, Los Angeles, and San Francisco.		IN
International Standard Book Number	ISBN	A publication number issued by the Library of Congress that identifies a specific book or other nonperiodical.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
International Standard Serial Number	ISSN	A publication number issued by the Library of Congress that identifies a specific periodical (such as a Periodicals publication).		PC
International Surface Air Lift®	ISAL®	A bulk mailing service for First-Class Mail International items. Shipments are flown to the foreign destinations and entered into that country's surface or nonpriority mail system for delivery. Separate prices are available for international service center (ISC) drop shipments, presorted mail, and nonpresorted mail. Volume incentives are available through customized agreements. ISAL is not sealed against postal inspection.	(See also *surface airlift mail*.) (Compare with *International Priority Airmail™ (IPA®)*.)	IN
inter-station run		The transportation of mail between stations administered by the same Post Office.		TR
intra-city run		The transportation of mail between facilities within the jurisdiction of the same Post Office.		TR
Inventory Replenishment System	IRS	A manual process used to generate push replenishment orders of retail products to the field. It is being replaced by Solution for Enterprise Asset Management (SEAM).		SM
invert		(philatelic) An error in a postage stamp in which part of the design is upside down in relation to the rest of the stamp design. An upside-down overprint is also considered an error.		ST
inward land rate		A portion of the principal charge payable to the postal operator of the destination country for the handling of a postal parcel on its territory.	(See also *terminal dues* and *transit charges*.) (Compare with *transit land rate*.)	IN
IRREG		An abbreviation used on mail container labels that identifies the contents as irregular parcels.		MP
Internet Change of Address	ICOA	The online version of a change-of-address order made by a customer. This service provides discount coupons for related moving services. Revenue from the advertising on the ICOA, as well as the Mover's Guide Online application, helps underwrite its development and production.		AM
irregular parcel		A mail processing category for a nonmachinable parcel that does not meet the dimensions or minimum weight of a machinable parcel. This processing category includes parcels that cannot be processed by NDC parcel sorters, including rolls and tubes up to 26 inches long; merchandise samples that are not individually addressed and are not letter-size or flat-size; unwrapped, paper-wrapped, or sleeve-wrapped articles that are not letter-size or flat-size; and articles enclosed in envelopes that are not letter-size, flat-size, or machinable parcels because of an irregular shape. The term is most generally applied to nonmachinable Standard Mail parcels.		PC
irregular parcels and pieces	IPP		(See *irregular parcel*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
isolate		To set mail aside for any purpose such as verifying, counting, or Special Handling for specific types of mail such as hazardous materials or live animals.		MP
Job Bid Management	JBM	A module of the Human Capital Enterprise System that encompasses the activities involved with the placement of bargaining unit employees into vacant positions in accordance with the various national labor agreements.		HR
job safety analysis		A procedure that reviews a specific task to uncover hazards or accident-producing situations.		HR
jog		To hit or shake a handful of mailpieces against a hard surface to align their edges.	(See also *edge*.)	MP
jogger		A vibrating machine that aligns the edges of vertically stacked mailpieces.		MP
Joint Alternate Route Adjustment Process	JARAP	An agreed-upon procedure between the National Association of Letter Carriers (NALC) and USPS for evaluating and adjusting any city route that either organization determines should be reviewed. Decisions about route evaluations and adjustments are made jointly by teams composed of NALC and USPS representatives, following a review of data and input from the carrier assigned to the route.		DE
joint mailing		Generally, a mailing that combines two or more complete mailpiece from two or more marketers or companies, including outer envelopes, into a common envelope, as a way to share postage and list rental costs. The use of complete mailpieces inside a common envelope tends to make a joint mailing more expensive than a cooperative mailing.		PC
jointly addressed mail		Mail designated for more than one addressee (e.g., Mr. and Mrs. John Doe), neither of which may control delivery of mail addressed to the other.		GC
jumbo collection box		A high-volume capacity collection box that is larger than the standard collection box but smaller than the high density collection box. A large tub is placed inside to facilitate mail collection. The box can be configured with an extended chute (called a snorkel) for motorist curbside deposit of mail.	(See also *collection box* and *high density collection box*.)	DE
justification of expenditure	JOE	A one-page document used to request approval of small field projects and Headquarters projects that do not meet the funding threshold requirements for a decision analysis report.	Compare with *decision analysis report (DAR)*.)	FI
Keeping Posted.org		A Web site for retired postal employees that provides USPS news, trends, and financial conditions as well as links to retirement resources, products, and services. It also showcases activities of select postal retirees.		CO

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
key		To press numbered keys or other identifiers on a device that represents sortation information such as the first three digits of the ZIP Code in the delivery address of the mailpiece so the information can be transmitted to mechanical equipment processing the piece.		MP
keyer		An employee assigned to key in ZIP Code identifiers or other types of identifiers for mail as it passes by a work station on mail processing equipment.		MP
keyline		Optional mailer information printed in or above the address or in another location. Keyline information identifies the mailpiece and its presort level. Under some postage payment systems, the keyline is a required line that contains specific information about the mailpiece.		MA
keys and identification devices		A separate price category for keys and identification cards or tags that bear or have attached instructions to return the pieces and a guarantee of postage payment on delivery.		PC
killer bars		The parallel lines that extend to the right of the circular postmark for canceling the postage stamp so that it cannot be reused. The lines are part of most standard machine and hand-stamped cancellations.		MP
known mailer		(1) A business customer who tenders volume mailing through a business mail entry unit or other bulk mail acceptance location, completes a postage statement at the time of entry, pays postage through an advance deposit account, and uses a permit as an indication of postage payment; a federal, state, or local government agency whose mail is regard as official mail; or a contractor who sends out prepaid mail on behalf of a military service that is properly endorsed. (2) A customer who may be exempt from the customs form requirement that otherwise applies to letter-size mailpieces (weighing up to 3.5 ounces) and flat-size mailpieces (weighing 16 ounces or more). Such pieces may not contain merchandise or other dutiable items. The customer, who could be a business mailer, a government agency, or a contractor mailing on behalf of a military service, must meet other requirements detailed in the *International Mail Manual*.		IS
known office of publication		The business office of a Periodicals publication that is in the city where the original entry for Periodicals mailing privileges is authorized.		PC
LA lock	LA	A common lock for mailbags and Standard Post sacks. The lock is U-shaped and is made of brass or steel. The words *U.S. Mail* are engraved on the front of the lock. It was developed by a mail equipment official named Burton Andrus; the acronym stands for Lock Andrus.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
label		(1) A slip of paper, generally with adhesive on the back, that contains address information and is affixed to the mailpiece. Labels for certain forms of reply mail have specific formats and wording. (2) A strip of paper or cardstock (machine-printed singly or in multiples) used to identify mail in containers by showing destination line (office of distribution and ZIP Code), content line (mail class or product, mail processing category, sortation level, and barcoding), and origin line (city and state entry Post Office or mailer's name and city and state of mailer). The label is placed in label holders on pouches, sacks, trays, and on pallets and other types of mail transport equipment. (3) A type of directive that provides limited information or instruction and can be fastened (glued or tied) to something such as a wall, door, bumper, or package. (4) Any stamplike adhesive affixed to a mailpiece that is not a postage stamp. (5) To imprint routing, destination, or other information on a label or facing slip. (6) To insert labels in the holders of mail transport equipment such as pouches, sacks, or trays.		MP
label carrier		A card or paper stock of varying sizes that serves as the backing for an adhesive label that shows the delivery address. It may be affixed to the cover of the publication or inserted inside a polybag mailer.		MA
labeling list		(1) An internal USPS standardized tool naming major mail processing facilities. (2) One of a set of lists revised periodically and published in the *Domestic Mail Manual* that provides required data elements used for container labels that route mail to the correct processing facility. Each list presents in numeric order individual ZIP Code numbers or ZIP Code ranges and the corresponding "label to" information that includes city, state, and ZIP Code. The lists are organized by mail class or product, mail processing category, and presort or automation.		MP
Label Printing Center	LPC	A facility at the Material Distribution Center that prints sack and tray labels, case labels, facing slips, and scheme cards.		MP
labor distribution code	LDC	A two-digit number that describes the major work assignments within a postal facility. The first digit represents the functional area (e.g., mail processing) and the second digit identifies the type of activity (e.g., supervision).	(See also *activity code* and *designation code*.)	FI
Labor Relations Research Information System	LRRIS	A Web-based document management system that shares important labor relations documents and union contracts with authorized users.		HR
Labor Utilization Report	LUR	An employee-based report that reflects current pay period and year-to-date financial data about hours worked; types of leave taken; and hours, salaries, and benefits paid. The data is classified by functional area, with each area subdivided according to labor distribution code. LUR is available at various organizational levels (i.e., finance number through national format).		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
LACS^{Link}		An Address Management Service that provides mailers an automated method of obtaining new addresses when rural-style addresses are converted to street-style addresses.		AM
last chance dispatch		The final transportation leaving the origin office that can deliver mail to the destination facility in time to make the service standard commitment (i.e., at or before the critical entry time of the destinating facility.)		MP
last line		A separate address line that contains, from left to right, the city name and corresponding state abbreviation and ZIP Code or ZIP+4 code. It is the last line in a standardized complete address.		AM
late appointment		The arrival of a mailer's vehicle carrying mail that is more than 30 minutes after the scheduled drop shipment appointment time at any destination entry office.		MP
late arriving managed mail	LAMM	Managed mail that arrives at a processing facility after the critical entry time.		MP
lawn crossing		The practice of taking a shortcut across the customer's lawn during delivery; it is permitted unless it is hazardous or the customer objects.		DE
layover mail			(See *hash*.)	MP
Legal Flat Rate Envelope		A flat-rate envelope measuring 15 inches by 9-1/2 inches suitable for mailing legal-sized documents without folding them. It is available for both domestic and international Priority Mail and Priority Mail Express.		SH
leaner		(informal)	(See *adjustable platform stool*.)	MP
Lean Six Sigma	LSS	The combination of Six Sigma methodology with the practice called lean manufacturing or lean production, in which resources used for any purpose other than producing value for the ultimate customer are considered wasteful and need to be eliminated. USPS uses Lean Six Sigma as one way to improve or develop many operational and businesses practices.	(See also *Six Sigma*.)	MP
Learning Development and Diversity	LDD		(See *Postal Employee Development Center (PEDC)*.)	HR
Learning Management System	LMS	A system that incorporates eLearning, distance learning, and social networking and integrates them within the Human Capital Enterprise System. LMS combines the ability to request, approve, and engage in training electronically. It is part of talent and performance management with simplified processes of designing and tracking individual and job-specific training plans.		HR
leave		Authorized absence (such as annual or sick leave) from official duty.		HR
leave replacement			(See *postmaster relief/leave replacement*.)	HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
ledge		(informal) To dump mail that needs to be sorted onto a distribution case ledge.		MP
less-than-full flats tray		A flats tray that contains mail for the same destination regardless of quantity or whether a full tray was previously prepared for that destination. Less-than-full flats trays may be prepared only if permitted by the standards for the price claimed.	(See also *full flats tray*.)	MA
less-than-full letter tray		A letter tray that contains mail for the same destination regardless of quantity or whether a full letter tray was previously prepared for that destination. Less-than-full letter trays may be prepared only if permitted by the standards for the price claimed.		MA
letter		(1) According to the Private Express Statutes, a message directed to a specific person or an address and recorded in or on a tangible object. (2) A shortened way to refer to letter-size mail.		GC
letter box			(See *collection box*.)	DE
letter carrier		An employee who delivers and collects mail on foot or by vehicle in a prescribed area. The term usually refers to a city carrier rather than a rural carrier or highway contract carrier. Despite the qualifying term letter, letter carriers deliver and collect not only letters, but also flats and parcels.	(Compare with *carrier*.)	DE
letter case			(See *case*.)	MP
letter chute			(See *mail chute*.)	DE
letter jacket		A durable envelope used for Registered Mail letters.		MP
Letter Mail Labeling Machine	LMLM	A machine that affixes a label on letter-size mail over a barcode on the face of the mailpiece or an ID tag on the back of the mailpiece to provide a clear surface where a new barcode or ID tag can be applied. If a new barcode is applied, the letters are rerun on a Delivery Bar Code Sorter Input/Output Subsystem (DIOSS), which sprays on a correct readable barcode.		EN
letter post		A Universal Postal Union classification of items according to one of two systems: (a) speed of handling (priority and nonpriority items); or (b) content (letters, postcards, and lightweight packets.		IN
Letter Recognition Improvement Program	LRIP	~~A~~ systematic approach to increase optical character recognition read rates and reduce errors on letter mail automation through hardware retrofits and deployment of computer and software upgrades.		EN
letter-size mail		A mail processing category that consists of letters and cards meeting minimum size standards and not exceeding the maximum letter-size mail dimensions of 11-1/2 inches long, 6-1/8 inches high, and 1/4 inch thick.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
letter tray		A flat cardboard or plastic container for sorted letter-size mail that can hold several hundred letters. Various kinds and sizes of trays are used in place of sacks or pouches for transporting mail within and between major postal facilities. Certain price categories, especially automation prices, require the use of trays.	(Compare with *flats tray*.)	MP
letter tray transporter		A cart, with skeletal frames, used to transport plastic letter trays in plant and between postal facilities.		MP
Library Mail		A Package Services product for items sent to or from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Books, sound recordings, academic theses, and certain other items may be mailed at the Library Mail price if properly marked. Library Mail is considered a market dominant product.		PC
LIBRARY MAIL		The Library Mail product marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. There is no authorized abbreviation for this marking.		PC
light duty		A general term to describe the alternative work assignment that may be granted to an employee who is temporarily or permanently incapable of performing his or her normal duties because of an off-the-job injury or illness, consistent with the applicable collective bargaining agreement.	(Compare with *limited duty*.)	HR
limited circulation discount		A reduction applied to the Outside-County postage, excluding the postage for advertising pounds, charged Periodicals publications in which at least one copy is mailed at In-County prices and fewer than 5,000 copies are mailed Outside-County prices. This discount is not available for publications mailed at Nonprofit and Classroom prices.	(See also *Classroom price*, *Nonprofit price*, and *Science-of-Agriculture price*.)	PC
limited duty		A federal regulations term for the work assignment provided to an employee who is temporarily or permanently incapable of performing his or her normal duties because of a job-related injury or illness, consistent with the applicable collective bargaining agreement. It may entail a roster designation/activity change.	(Compare with *light duty*.)	HR
linear integrated parcel sorter	LIPS	A machine similar to the small parcel and bundle sorter (SPBS) that sorts parcels and bundles of letters and flats. It is smaller and performs fewer separations than the SPBS.		EN
line haul charge		The fee based on the distance and quantity (weight or space occupied) of mail transported by highway or rail between two points. This charge is distinguished from the terminal charge for loading and unloading mail.		TR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
line-of-travel sequence	LOT sequence	A presort level for certain price categories in which mailpieces are arranged by ZIP+4 codes in the order in which the route is served by the carrier. It is not an exact walk sequence but a sequence of ZIP+4 codes arranged in the order that the route is served by a carrier. (First the ZIP+4 groups are sequenced, then the addresses within each are identified as being in ascending or descending order.) The Enhanced Line of Travel (eLOT) addressing product provides a list of the ZIP+4 codes each carrier route serves, identifies the delivery order, and provides an indicator specifying whether the addresses that share the same ZIP+4 code must be sorted in ascending or descending order. When a range of ZIP+4 codes on the same carrier route are assigned the same sequence number, the addresses bearing those ZIP+4 codes must be arranged in ascending ZIP+4 code order before the sequence number is assigned. LOT information must be updated within 90 days before the mailing date. Unless the mail is prepared in carrier walk sequence, LOT sequence is required for mailings at Standard Mail and Periodicals carrier route basic prices.	(Compare with *walk-sequence*.)	PC
line pair		(philatelic) A pair of coil stamps with a printed line in between because of inking used on flatbed and rotary press printing plates.		ST
liner		The coated backing paper for mint self-adhesive stamps that permits the removal of the stamps for use on the mailpiece.		ST
linerless coil stamp		Self-adhesive coil stamp produced in rolls without backing paper similar to a roll of tape.	(See also *coil*.)	ST
Link Extra		An additional special edition of *USPS News Link* that is published to disseminate late-breaking news.	(See also *USPS NewsLink*.)	CO
licensing Post Office™		The Post Office where an authorized postage meter or PC Postage customer intends to deposit metered mail or PC Postage mail.	(See also *postage meter*.)	PT
list			(See *mailing list*).)	AM
LiteBlue®	LB	Extranet site (liteblue.usps.gov) that is available to employees at home using their own computers. It contains corporate messaging and information about employee benefits and lets employees access personal human resources information including benefits, salary, and retirement tools.	(See also *Employee Self Service (ESS)*.) (Compare with *Blue*.)	CO
live mail		The mail in USPS custody that is being processed, transported, or delivered.	(Compare with *dead mail*.)	GC
live postage		Postage stamps on mailpieces that have not yet been canceled.		MP
lives		(informal) Live animals such as bees, day-old chickens, and other cold-blooded animals like crickets, worms, and lizards permitted under strict requirements in the mail.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
load		(1) To place, manually or automatically, mail to be processed near an induction point on equipment such as a machine ledge. (2) To place mail or containers of mail on a truck or other vehicle.		MP
loading conveyor			(See *conveyor*.)	EN
Loan, Transfer, and Training System	LTATS	A payroll software application for the entry of loan, transfer, and training data via PS Form 1236-A, *Weekly Loan, Transfer, and Training Hours,* and the production of a report.		HR
lobby		The public area for conducting postal business in a Post Office, Post Office station, or Post Office branch. To enhance corporate identity, it is maintained according to established postal guidelines (e.g., painting or redecorating).		RE
lobby director		An employee who assists customers in retail units during peak periods by directing them to self-service if appropriate, determining service needs, or assisting with package preparation and forms.		RE
lobby sweep		A procedure in a retail area that can reduce customer wait time by having an employee circulate among customers in line to provide assistance, answer questions, and retrieve articles and packages for which the customer has a delivery notice.		RE
local buying		The authority to buy and pay for day-to-day operational needs locally (e.g., at the Post Office level without approval from a purchasing and materials service center).		FI
local collection box		A street letterbox where local mail can be deposited for local delivery with the local postmark.		MP
Local Intelligent Mail®	LIM	A workstation used to transmit USPS Tracking data from the Intelligent Mail Device (IMD) to the Product Tracking System (via the National Intelligent Mail server) that provides scan reports at large offices.		EN
local mail		Mail addressed for delivery within the postal area of the Post Office where the piece is mailed.		MP
local mailer		A mailer who deposits mailings for verification and acceptance at the Post Office serving the facility where the mail was prepared and who claims destination entry rates for mailings or portions of mailings deposited at that local Post Office.		MP
local postmark		A cancellation that a Post Office applies to postage stamps, if requested by the mailer. It shows the city, state, and ZIP Code of the Post Office and is available in every community having a Post Office.		MP
local zone		A nonnumbered zone that applies to mail deposited at any Post Office for delivery to addresses within the delivery area of that Post Office.	(See also *postal zone* and *zone*.)	AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Locatable Address Conversion Systems Linkage	LACS$^{LINK®}$	An address management product that provides an automated way of obtaining new addresses after a 911 system has been implemented for emergency actions such as ambulance and fire services. The 911 address conversions normally entail changing rural-style addresses with route numbers and box numbers (e.g., RR 1 BOX 12A) to city-style addresses with house numbers and street names (e.g., 17255 Willow RD). Conversions may also lead to the renaming or renumbering of existing city-style addresses or Post Office Box sections.		AM
lock		A device used to seal Registered Mail pieces and other valuable mail shipments and for locking surface pouches of First-Class Mail pieces.		MP
lockbox		(obsolete)	(See *Post Office™ Box*.)	RP
lock holder		A small canvas bag that hangs on the sorting rack and holds surplus locks.		MP
log		(informal) A very heavy parcel. Also called truck.		MP
logical presort destination		The total number of pieces that are eligible for a specific presort level based on the required sortation, but which might not be contained in a single bundle or single container because of applicable preparation requirements or the size of the individual pieces. For example, there may be 42 mailpieces for ZIP Code 43112 forming a Periodicals “logical” 5-digit bundle, and they are prepared in three physical 5-digit bundles because of the applicable weight and height restrictions on bundles.		PC
logistics and distribution center	L&DC	A mail processing facility that primarily performs shape-based piece distribution, most typically for parcels and/or bundles, aggregated from more than one client processing and distribution center that it serves. An L&DC may also consolidate the dispatch, receipt, and transfer of containerized mail for its client facilities.		MP
Long Life Vehicle	LLV	A right-hand drive city delivery van with an aluminum body that can carry 1,000 pounds of cargo. It is designed to last 24 years. The first LLVs entered service in 1987, replacing the Jeep DJ-5.		TR
loop		To deliver mail on one side of the street for a given distance, and then deliver mail on the side of the street, returning to the original point.	(See also *park and loop*.)	DE
loop mail		Mail sent to the wrong destination because of an incorrect barcode and/or an incorrect ZIP Code (i.e., the barcode or ZIP Code does not match the address). If the barcode or ZIP Code is left uncorrected in an automated processing environment, the mail will continue to be sent to the same wrong destination creating needless multiple handlings. Loop mail can also be caused by equipment mechanical failures such as double-feeds or incorrect decoding of the address elements.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
loose in the mails		(1) Material separated from the addressed envelope, container, or wrapper in which it was mailed. (2) Items such as merchandise, money, and personal objects found in the mailstream or collection boxes.		MP
loose-loaded parcels		Parcels loaded into a trailer or van without being enclosed in sacks or containers.	(Compare with *bedloaded bundles*.)	MP
loose mailpiece		A mailpiece that is not part of a bundle or unitized group such as letter-size mailpieces in a tray or flat-size mailpieces in a flats tray or sack.		MP
loose pack		To place letters, flats, or parcels into a sack without securing them first into bundles.		MP
loose-pack sack		A sack that contains untied, faced, and stacked mail for dispatch.		MP
loose sack		A sack, pouch, or irregular mailpiece transported outside an air container at a specific transportation rate.		MP
LOT		An abbreviation used on mail container labels that identifies the contents as line-of-travel sequence.		MP
low-cost item		A product that can be mailed at nonprofit Standard Mail prices within the meaning of 26 USC 513(h)(2), Internal Revenue Code, if the cost of the product does not exceed the cost established each year by the Internal Revenue Service. This cost is the cost to the authorized organization that mails the items or on whose behalf the items are mailed.		GC
Low-Cost Reject Encoding Machine	LCREM	A processing system that encodes addresses on letter mail rejected from other equipment due to failed printing of the barcode or ID tag. The system, which performs several functions in a single pass, applies a white label to the barcode clear zone area of a mailpiece, interprets the mailpieces address, applies a barcode, and then verifies the printed barcode. The system is also capable of applying labels to the ID tag area (rear-side) of a mailpiece. The LCREM is built from excess Carrier Sequence Barcode Sorters.		EN
Low Cost Tray Sorter	LCTS	A system made up of barcode reading cameras, a powered roller conveyor, and a narrow belt sorter with pneumatic pop-up rollers for diverting product, replacing the manual sortation of letter trays and flat tubs into 20 to approximately 200 separations. Average systems range from 30 to 60 run out lanes. The system is very modular and can be arranged in a variety of configurations to accommodate available floor space.		EN
Low Cost Universal Sorter	LCUS	A system that replaces the manual sortation of parcels, nonmachinable outsides, sacks, trays, and tubs into four to 20 separations. The system is made up of barcode scanner(s), belt conveyor, and electric pushers for diverting the parcels and containers.	(Compare with *High Speed Universal Sorter (HSUS)*.)	EN
LTR		A shortened form of the abbreviation LTRS.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
LTRS		An abbreviation used on mail container labels that identifies the contents as letter-size mail.		MP
luminescent indicia detector	LID	A device on the Advanced Facer Canceler System with Optical Character Reader that detects luminescent material in the ink on postage stamps and meter stamps to orient the mail in the same position and cancel the postage. LID is used only for stamp authentication on the Advanced Facer Canceler System 200.		EN
luminescent ink		Indicia or stamp ink that contains light-emitting additives (such as phosphor) that allow a facer-canceler machine to face and cancel letter-size mail.		EN
MAC™ Batch System Certification		An Address Management Service that evaluates and certifies that manifest and presort mailing products accurately list and calculate postage for presorted nonidentical piece mailings consistent with mailing standards. Software is certified until the expiration of the applicable MAC Batch System cycle.	(See also *Manifest Analysis Certification (MAC™)*.)	AM
MAC™ Gold System Certification		An Address Management Service that evaluates and certifies that manifest mailing systems (software, weigh scales, and label printers) accurately list and calculate postage for nonidentical piece mailings consistent with mailing standards and manifest mailing system itemized pricing standards. Software is certified until the expiration of the applicable MAC Gold System cycle.	(See also *Manifest Analysis Certification (MAC™)*.)	AM
MACH		An abbreviation used on mail container labels that identifies the contents as machinable.		MP
machinability		The ability of mail to pass through mechanized or automated mail processing equipment as designed.		EN
machinable		The physical capacity of a mailpiece to be sorted by mail processing equipment because its size, shape, configuration, and weight are within the specifications and tolerances of the equipment.	(Compare with *nonmachinable*.)	EN
machinable parcel		A mailpiece that is of the correct size, shape, and weight to be safely sorted by mail processing machinery such as a parcel sorting machine.		PC
machine readable		The capability of a delivery address being interpreted electronically by automated mail processing equipment.		EN
made-up mail		Fully processed mail ready for dispatch and transportation.		MP
mail		(1) Any mailable matter that is accepted for mail processing and delivery by USPS. (2) The sum total of the mail at any time that is in USPS custody. (3) To deposit a mailable item into a collection box or present the item (or a mailing for large quantities of mailpieces) at a Post Office or business mail entry unit.	(See also *mailstream*.)	GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
mailability		The eligibility of an item or mailpiece to be accepted into the mail because it meets size, weight, and other preparation criteria and its contents are not prohibited by law as mail. Some mailpieces are prohibited because they do not meet required size or weight standards. Other mailpieces that meet size and weight standards are prohibited because of legally mandated content restrictions (such as certain hazardous materials).		GC
mail acceptance			(See *business mail acceptance (BMA)*.)	MA
mail-back service		(philatelic) A service available to servicers and dealers of philatelic covers at a fee set by the Stamp Fulfillment Services Center. It is generally permitted on pictorial, standard, or certain first-day-of-issue postmarks on Stamped Cards, Stamped Envelopes, commercial enveloped or cards, or other memorabilia.	(Compare with *hand-back service*.)	ST
mailbag		(1) A general term for a sack or pouch used to hold mail. (2) Sometimes used informally to describe a carrier's satchel.	(See also *satchel*.)	MP
mailbox		(1) Any private receptacle or container used by customers to receive mail either at their residence or at the curbside. (2) Informally, any USPS collection box or other USPS mail receptacle.	(See also *customer mail receptacle*.)	DE
mailbox access rule		A federal statute that restricts mailboxes to properly paid U.S. Mail. In 1934, Congress enacted a law known as the "mailbox restriction" that prohibits anyone from placing mailable matter without postage into any mailbox.	(See also *Private Express Statutes (PES)* and *Universal Service Obligation (USO)*.)	GC
mail chute		A glass-fronted thin vertical shaft with a mail slot on each floor of a multistory building. Letters are dropped for collection through the chute into a locked receiving box usually on the ground floor. Mail chutes are privately owned and maintained but must be inspected by local management prior to acceptance and annually thereafter.		DE
mail class		The classification of domestic mail according to content (e.g., personal correspondence versus printed advertising) and other factors. It is codified in the Mail Classification Schedule. The term product, rather than mail class, is used for the divisions within competitive products.		GC
Mail Classification Schedule	MCS	A description of every publicly available USPS product that forms a standard framework when reviewing, adding, modifying, or eliminating products.		GC
Mail Condition Report		A report from the Mail Condition Reporting System about problems in mail processing.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Mail Condition Reporting System	MCRS	A system of reports that identifies and monitors problems in mail processing within a postal facility. It supports the development of resources necessary to meet the demands of fluctuating mail volume and service commitments.	(See also *Web Mail Condition Reporting System (WebMCRS)*.)	MP
mail count		An enumeration (in pieces or pounds) of the amount of mail sorted or handled.		MP
mail cover		A record of information on the outside (cover) of any mailpiece. It is kept to locate a fugitive, protect national security, or obtain evidence of a crime punishable by a prison term exceeding 1 year. This record is one of the few ways information on mail may be disclosed outside USPS, and its use is lawful only if authorized by postal regulations.	(Compare with *cover*.)	GC
mail.dat		A data formatting standard administered by the International Digital Enterprise Alliance that is used by mailers to send and receive information about mailings. It is one of the electronic methods for a mailer to submit mailing documentation through the PostalOne! system for acceptance and postage payment.		IM
Mail Early block		(philatelic) Any block of four or more stamps that includes the marginal inscription “Mail Early.”		ST
mailer		An entity that prepares and/or presents a mailing to USPS. In some cases, a mailer is the agent for the actual owner of the mail. The mailer is responsible for postage payment.		GC
Mailer ID			(See *Mailer Identifier (MID)*.)	IM
Mailer Identifier	MID	A 6-digit or 9-digit number in the 31-digit Intelligent Mail barcode that uniquely identifies the mail owner or mailing agent. Also called Mailer ID.		IM
mailer information line			(See *office of mailing line*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Mailers' Technical Advisory Committee	MTAC	A group of mailing industry representatives and USPS officials that shares technical information and receives recommendations from mailers on products and services that can enhance and expand the use of these products and services. MTAC membership is composed of mailing industry associations and organizations. General session meetings take place quarterly at Headquarters, and industry representatives disseminate information from these meetings to their respective association memberships. The actual work of MTAC is accomplished through work groups formed around issues considered most important by the industry and USPS. User groups, consisting of users of a particular postal product or process and pertinent postal experts, are also formed to facilitate communications, define and review improvements in functionality, and enhance the product or process. Task teams, consisting of members focused on a clearly defined objective, are less structured, work within a short time period, and have a high level of oversight.		CR
Mail Evaluation Readability Lookup Instrument	MERLIN®	An automated system used in business mail entry units to evaluate letter-size and flat-size mailings submitted by mailers for acceptance. The software that runs the machine validates postage eligibility by checking the randomly selected mail samples as they are processed on the machine. MERLIN checks presort levels and piece counts, address accuracy, barcode readability and accuracy, tray label accuracy, and other requirements and generates diagnostic reports.		MA
mail flow		The movement of mail, individually and in containers, throughout the mailstream. It is categorized by four major groups: (a) originating and outgoing mail, (b) Managed Mail Program, (c) sectional center facility (SCF) and incoming primary, and (d) incoming secondary.		MP
mail fraud		A scheme to get money or other assets from a postal customer by offering a product, service, or investment opportunity that does not live up to its claims. Prosecutors must prove that the claims were intentionally misrepresented and that the mails were used to carry out the scheme.	(See also *fraud order*.)	IS
Mailgram		(obsolete) A hardcopy message transmitted electronically by Western Union and delivered by USPS. Mailgram is a trademark of Western Union. Effective August 17, 2006, the service was terminated.		PC
mail handler		An employee who loads, unloads, and moves mail; cancels postage stamps; and performs other duties related to the moving and processing of mail.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Mail History Tracking System	MHTS	A Web-based application that identifies and locates missorted, missequenced, or missent letters in each tray during delivery point sequencing (DPS). MHTS can also predict whether mailpieces are likely to meet on-time performance targets. The identification tag on the mailpiece is tracked from the origin (cancellation process) to DPS processing at the destinating plant.		EN
mailing		A group of pieces within the same mail class and, except for certain parcel prices, the same mail processing category that may be sorted together and/or presented with a single minimum volume mailing requirement under the applicable standards. Generally, types of mail that follow different flows through the postal processing system (e.g., automation, nonautomation carrier route, and other nonautomation) and mail for each separate class or product must be prepared as separate mailings. Other specific standards may define whether separate mailings may be combined, palletized, reported, or deposited together.		PC
mailing agent		A private third party that engages in a principal-agent relationship to mail on behalf of the principal. Examples of mailing agents include presort bureaus and parcel consolidators.		MA
mailing fee		An annual fee that mailers pay in order to receive authorization to mail at presorted prices such as Standard Mail service or at destination entry prices such as Parcel Select service. The fee is separate from any other application fee or account deposit and covers certain administrative costs associated with account maintenance and verification of the mail.		MA
Mailing ID		A 6- or 9-digit number in the Serial Number field of an Intelligent Mail barcode that uniquely identifies the mailing (unique Mailing ID). The same number is used on every piece in a mailing prepared under the Basic option, which does not require a unique number for every piece. The Full-Service Intelligent Mail option requires a unique number (i.e., Mailpiece ID) in the Serial Number field in the Intelligent Mail barcode on every piece in a mailing.	(Compare with *Mailpiece ID*.)	IM
mailing list		A group of names and addresses, or addresses only, used to address mailpieces in a mailing. Addresses in mailing lists used for mailings claiming presorted prices, carrier route prices, or automation prices are required to meet standards for format, accuracy, and currency.	(See also *Move Update*.)	AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
mailing list service		A general term for certain Address Management Services offered for a fee to correct name and address lists; correct occupant lists; and sort mailing lists by 5-digit ZIP Code (available only for multi-ZIP Code Post Offices). The services are available for mailing lists submitted by members of Congress; federal agencies; departments of state government; municipalities; religious, fraternal, and recognized charitable organizations; and concerns or persons soliciting business by mail. For the designated fee, USPS also provides address changes to election boards and voter registration commissions.	(See *Address Management Services*.)	AM
Mailing Online		NetPost Mailing Online.	(See *Click2Mail.com*.)	US
mailing permit			(See *mailing fee*, *permit*, and *permit imprint*.)	MA
mailing services		USPS designation of the market dominant products as defined in the Mail Classification Schedule under the Postal Accountability and Enhancement Act of 2006.	(Compare with *shipping services*.)	PC
mailing statement		(obsolete)	(See *postage statement*.)	MA
mailing system		An automated or manual postage payment system such as the Manifest Mailing System.		MA
mailing wrapper		An envelope, sleeve, partial wrapper, or polywrap used to enclose a mailpiece.		MA
mail mix		(1) The type of mail shapes (i.e., mail processing categories) that make up the mailstream. (2) The mail classes and products that make up the mailstream.		MP
mailpiece		A single addressed article of mail, usually a letter, flat, card, or parcel. Normally written as one word and often shortened to piece.		MA
mailpiece design analyst	MDA	The primary USPS contact for mailers seeking technical information on mailpiece design including: automation letter and flats; polywrap for flats; Business Reply Mail services; courtesy reply mail services; and automation barcoding.		MA
Mailpiece ID		A 6- or 9-digit number in the Serial Number field of an Intelligent Mail barcode that uniquely identifies the mailpiece (a unique Mailpiece ID). A different number is used in the Serial Number field in each barcode on every piece in a Full-Service Intelligent Mail mailing.	(Compare with *Mailing ID*.)	IM
Mailpiece Quality Control	MQC	A self-paced, self-study course available to anyone who wants to learn more about mailpiece sizes, proper addressing, accurate barcoding, and other mailing requirements. The course material is geared toward mailers, printers, and businesses that design mailpieces and present them for processing and delivery.		MA
mail pouch			(See *pouch*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
mail preparation		(1) Required steps and activities necessary to qualify mail or a mailing for acceptance by USPS at a specific price such as an automation price. Preparation activities include designing and constructing the physical mailpiece; addressing, barcoding, marking, endorsing, and indicating postage payment; grouping, sorting, and containerizing the mailpieces; and preparing the proper financial documentation such as postage statements and qualification reports. (2) Steps required of USPS to ready mail for mail processing.		MA
Mail Preparation Total Quality Management	MPTQM	A program that helps businesses prepare mailings that meet or exceed USPS processing quality standards. MPTQM applies to all aspects of the mail preparation process, from the generation and barcoding of a mailpiece to the final sorting and containerization prior to presenting the mailing. MPTQM is based on three quality methodologies: ISO 9001:2000, the Malcolm Baldrige Performance Excellent criteria, and Total Quality Management.		MA
mail preparation unit		A unit in which specific tasks are done to facilitate the flow of mail to distribution or dispatch operations.		MP
mail priority		The preference that private carriers such as airlines give to mail as compared with other cargo.		MP
MailPro		A bimonthly printed and online publication issued since 2007 that is designed for business mailers and the mailing industry. It provides pertinent information and updates on USPS, postal technology, mailing standards, new prices, new products and services, and public policy issues.		CO
mail processing		An integrated group of subfunctions required to sort and distribute mail for dispatch and eventual delivery. The principal subfunctions are culling, edging and stacking, facing and canceling, sorting, tying, pouching, bundling, sacking, and traying.		MP
Mail Processing Bar Code Sorter	MPBCS	(obsolete) The second model of Bar Code Sorter for letter mail deployed and later modified in the 1990s to function as Output Subsystems (OSS) for the Remote Bar Code Sorting (RBCS) program. All MPBCS machines have been removed from operation.		EN
mail processing category		One of five designations for mail (letter-size mail, flat-size mail, machinable parcel, irregular parcel, and outside parcel), based on physical dimensions (height, length, and thickness), physical characteristics, and weight.		PC
mail processing equipment	MPE	Machinery and related apparatus used to perform mail distribution and other functions such as canceling and culling. MPE includes automated and mechanized machinery as well as manual distribution cases.	(Compare with *mail transport equipment*.)	EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Mail Processing Infrastructure	MPI	The upgrade of data networks at mail processing facilities and the Remote Encoding Centers. It complies with modern wiring standards and uses fiber optic cables to provide high capacity and digital switches to segment the local area network into a collection of smaller networks. It serves the communication needs of all mail processing equipment and server tasks at a plant, providing a single data infrastructure.		IT
Mail Processing Staffing Opportunity Model	MPSOM	An application that helps managers respond proactively to workload changes in plants, ensuring a better alignment of resources with mail volume.		MP
mail processing stream		(1) The total live mail at any time in USPS mail processing function. (2) A mailing industry term that describes the assembly line production of mailpieces in a highly automated plant.		MP
Mail Processing Variance	MPV	A model that provides staffing, workhours, productivity, and workload analysis. MPV data track actual vs. targeted productivity from national to unit levels, and presents savings opportunities in a relevant and actionable platform.		MP
Mail Processing Work Credit System	MPWCS	A part of the Management Operating Data System that measures the efficiency of distribution and nondistribution separations.		MP
mail receptacle		(1) A privately owned and maintained mailbox or door slot. The type of receptacle (e.g., house-mounted or curbside) depends on the delivery mode. (2) Any USPS collection box or other locked USPS container used to receive the deposit of items for entry into the mailstream.		GC
mail recovery center	MRC	A postal facility designated only to receive and attempt to return undeliverable and unforwardable mail of obvious value. Unpaid mail without a return address is also sent to the mail recovery center. The mail recovery center is located in Atlanta. Formerly called dead letter office, dead letter branch, or dead parcel branch.		CA
mail sack			(See *sack*.)	MP
mail shape		The predominant contour or form of a mailpiece (e.g., letter, flat, parcel) that generally corresponds to a mail processing category.		PC
mail stop order		An order issued by USPS Judicial Officer that directs the Post Office of delivery to return to the sender any mail responding to a false representation or lottery scheme.		GC
mailstream		(1) The total live mail at any time in the mail processing function. (2) More broadly, the total live mail in USPS custody, from point of acceptance to point of delivery.	(See also *mail processing stream*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
mail transport equipment	MTE	Containers used for mail processing or transportation within or between facilities by USPS, its customers, or contractors. These include general purpose mail containers, tray carts, platform trucks/trailers, hampers, special purpose containers, pallets, sacks, and pouches.	(Compare with *mail processing equipment*.)	MP
mail transport equipment service center	MTESC	A field installation that receives, stores, ships, examines, sorts, packs, and removes from service various types of mail transport equipment.		MP
main office			(See *main Post Office™*.)	DE
main Post Office™	MPO	The primary postal facility in a city where a Post Office uses subordinate Post Office stations, Post Office branches, and other facilities. It provides complete services to a geographic area and is generally where the postmaster is domiciled. Formerly called general Post Office.		DE
main stock		All postage stamps, postal stationery, nonpostal stamps (i.e., migratory bird hunting and conversation stamps), and philatelic products received by a Post Office but not yet consigned to the main office window unit or to employees assigned to a retail window.		RE
Maintenance Technical Support Center	MTSC	The national clearinghouse and resource for maintenance information on equipment and related software. The MTSC is located in Norman, OK.		MP
make up		To prepare mail for mail processing. To separate and group mail for dispatch.		MP
MAN		An abbreviation used on mail container labels that identifies the contents as nonmachinable.	(See also *MANUAL*.) (Compare with *MACH*.)	MP
Managed Mail Program	MMP	A distribution system that masses mail at a mechanized or automated area distribution center (AADC) for receipt and 5-digit ZIP Code distribution within the ADC area. The system identifies, on first handling, First-Class Mail pieces that cannot make next-day delivery owing to destination distance; the system also eliminates a secondary sorting for this mail so that it can be airlifted to the destination plant for processing during nonrush hours the next day.		MP
managed mail tray	MM tray	A stackable cardboard or plastic container that comes in several models with an enclosing cardboard sleeve and plastic strap that is used to transport letter mail to or between Post Offices and mail processing facilities.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
management association		An organization of supervisory and other managerial personnel who are not subject to collective bargaining agreements. Title 39 U.S. Code provides that a supervisory organization, in order to be recognized, must present evidence satisfactory to USPS that it represents a majority of supervisors. A postmaster organization must present similar evidence that it represents 20 percent of postmasters. A managerial organization representing other than supervisors or postmasters must present such evidence that it represents a substantial percentage of managerial employees. USPS provides a program for consultation with such recognized organizations, and they are entitled to participate directly in the planning and development of pay policies and schedules, fringe benefit programs, and other programs relating to supervisory and managerial employees. The three management associations are National Association of Postal Supervisors (NAPS), National Association of Postmasters of the United States (NAPUS), and National League of Postmasters (League).		HR
management instruction	MI	A brief, time-sensitive directive that is codified to show the relationship to one of the policy manuals. It presents procedures and/or policies for administering those procedures.		CO
Management Operating Data System	MODS	A systematic approach to gather, store, and report data on workload, workhours, and machine utilization. It uses the Postal Source Data System (PSDS) network to gather and transmit operational data for processing and to communicate reports back to the local office for planning and tracking. MODS relies on an extensive matrix of operation numbers that identify tasks and activities in all functions including mail processing, delivery, customer service, finance, human resources, administration, and training. MODS accumulates workhours by operation and by time such as day, tour, week, and accounting period.		MP
manager, operations support	MOS	A manager at the area who has oversight of mail processing facilities and operations.		HR
manager, Post Office™ operations	MPOO	A manager at the district who has oversight of many associate Post Office facilities.		HR
Manager's Portal		A module within the Human Capital Enterprise System that provides real time information to managers about employees' positions, training activities, emergency contact numbers, and compensation. The module also provides administrative tools for managers to complete eCareer hiring activities and submit schedule changes directly to the Human Resources Shared Service Center.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Manifest Analysis Certification	MAC™	A voluntary certification program in which USPS tests vendors' manifest software to determine its accuracy in calculating postage and fees and producing listings of mailpieces, facsimile postage statements, and other documentation meeting applicable standard.		AM
Manifest Mailing System	MMS	An automated postage payment system producing a sequential listing (manifest) used to calculate and document postage. An MMS enables USPS to accept and verify permit imprint mailings that contain nonidentical-weight and/or nonidentical-rate pieces of the same mail class (except Periodicals) and generally the same mail processing category. Pieces are prepared according to certain standards and require specialized documentation.		MA
manifold book		A document (PS Form 3854, Manifold Registry Dispatch Book) that contains perforated forms to track Registered Mail items sent and received by dispatch.		MP
manual		A directive that contains policy: Administrative Support Manual (ASM); Domestic Mail Manual (DMM); Employee and Labor Relations Manual (ELM); International Mail Manual (IMM); and Postal Operations Manual (POM).	(See also *handbook*.)	CO
MANUAL		A word used on mail container labels that identifies the contents as nonmachinable.	(See also *MAN*.) (Compare with *MACH*.)	MP
manual distribution		The sortation of mail into cases by hand as opposed to automated means (such as a Delivery Bar Code Sorter).		MP
manual scheme		Any manual distribution plan such as manual incoming secondary distribution.		MP
margin		(1) The selvage around stamps in a sheet or pane that often includes printed inscriptions. (2) The nonprinted border around postage stamp designs.		ST
marginal marking		Any notation or printing on the selvage of a sheet of postage stamps that can include USPS copyright notice, plate number, control marking, informational inscription, or USPS slogan.		ST
market dominant products		Postal products and services (commonly referred to as mailing services) over which USPS exercises sufficient market power that it can effectively set their price with limited competition. This category of products was established under the Postal Accountability and Enhancement Act of 2006. Pricing changes for these products occur annually and are tied to the Consumer Price Index, with a price cap applied to each mail class. This category includes First-Class Mail service, Standard Mail service, Periodicals, single-piece Standard Post service, Media Mail service, Bound Printed Matter, Library Mail, most Special Services, and certain international mail products.	(Compare with *competitive products*.)	GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
marking		Required words or their authorized abbreviations (e.g., “Standard” or “STD”) printed on a mailpiece to indicate mail class or product. Additional price-specific markings (e.g., “Presorted” or “PRSRT”) may be required. Content or service markings are also required for other applications such as hazardous materials and Special Services.	(See also *basic marking* and *endorsement*.)	MA
markup		(1) To provide an undeliverable-as-addressed mailpiece with the new address of the addressee who has moved and for which an active change-of-address record is on file or to endorse the piece with the reason it is undeliverable and return it to sender. (2) A mailpiece that is undeliverable as originally addressed and endorsed to show the next address for attempted delivery or other disposition, such as return to sender.		AM
mass		To combine mail from identical separations on a number of distribution cases (e.g., combining the mail for ZIP Code 20001 from five different distribution cases).		MP
massing point		A selected Post Office or point where mail is combined for dispatch.		MP
massing scheme			(See *state dispatch list*.)	MP
master trust account		An advance deposit account maintained for the payment of postage or a service such as permit imprint, Periodicals, Business Reply Mail, postage due, and Priority Mail Express services. Separate accounts are maintained for each service by the customer.	(See also *trust fund account*.)	FI
Material Distribution Center	MDC	A national supply center reporting to Headquarters that stocks retail supplies and equipment, forms and directives, spare parts, and expendable items. The MDC is located in Topeka, KS.		SM
Material Distribution and Inventory Management System	MDIMS	A system that performs material distribution, warehousing, and inventory management business functions. It also helps manage inventory for a catalog of items and provides material support for customers.	(See also *Electronic Material Distribution and Inventory Management System (eMDIMS)*.)	SM
material handling		The movement, storage, control, and protection of mail and equipment within a plant or facility and the equipment used to accomplish those tasks such as powered industrial vehicles like forklifts and tugs, high-speed tray sorters, and de-palletization machines.		MP
maximum size standards		The greatest permissible size (length, height, and thickness) and weight as determined by mail class, product, and price category. In international mail, these standards may vary by country.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
M-bag		A direct sack of printed matter sent to a single foreign addressee at a single address. It is not sealed against postal inspection and may include merchandise articles related to the enclosed printed matter as specified by postal requirements. There are three types of M-bags: airmail M-bags, International Priority Airmail M-bags, and International Surface Air Lift M-bags.		GB
mean time to repair	MTTR	A statistical record of the average time required to repair an item, such as a piece of equipment or a component.		EN
mechanical reject		In mail processing, a mailpiece that a sorting machine cannot handle for a physical reason such as size, configuration, or damage that can cause a machine malfunction.	(Compare with *read reject*.)	EN
mechanized tray sorting		A sorting system in a plant that is not standardized but usually entails trays traveling on a main conveyor until they are displaced into one of the system run outs where they may receive additional separations.	(See *Low Cost Tray Sorter (LCTC)*.)	EN
Media Mail®		A Package Services product that consist of books, sheet music, printed educational material, film, sound recordings, and computer prerecorded media such as CD-ROMs. Advertising restrictions apply. Media Mail prices are based on the weight of the piece without regard to zone. Single-piece applies to pieces not mailed at a 5-digit or basic price. Media Mail service is a market dominant product.		PC
MEDIA MAIL		The Media Mail product marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. There is no authorized abbreviation for this marking.		PC
Merchandise Return Service	MRS	A Special Service whereby an authorized company provides a customer with a required type of mailing label to return a shipment without paying postage. The company pays the return postage and, if the mailing label indicates, fees for any additional requested Special Service such as insurance. The customer returning the shipment is permitted to pay for Special Services not indicated on the return mailing label.		PC
merchandise sample		Generally a small Standard Mail parcel containing a consumer product sample (e.g., toothpaste or bathing soap) and often prepared with a detached address label.		MA
merge		To place carrier route price bundles into the same container with automation price bundles and/or presorted price bundles destined for the same 5-digit scheme or 5-digit ZIP Code.		MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
merged containerization		The placement of carrier route bundles from a carrier route price mailing into the same sack or onto the same pallet with 5-digit bundles from a machinable barcoded price mailing and/or with 5-digit bundles from a machinable nonbarcoded price mailing (including cobundled pieces).		MA
merged five-digit		A presort level in which all pieces in the carrier route bundles and/or automation (barcoded) price bundles and/or presorted (nonbarcoded) price bundles are addressed for delivery within the same five-digit ZIP Code area and placed into the same container for the same 5-digit ZIP Code area. Can also be written as merged 5-digit.		PC
merged five-digit scheme		A presort level in which all pieces in the carrier route bundles and/or automation (barcoded) price bundles and/or presorted (nonbarcoded) price bundles are addressed for delivery within the same five-digit ZIP Code scheme area and placed into the same container for the same five-digit scheme. Can also be written as merged 5-digit scheme.		PC
meter			(See *postage meter.*)	PT
metered mail		Any mail class or product (except Periodicals and Bound Printed Matter) with postage printed with a USPS-approved postage meter or PC Postage product/system. This mail is entitled to all privileges and subject to all conditions that apply to the various mail classes and products.		PT
metered mail drop shipment		Mailpieces paid with postage affixed using a postage evidencing system (postage meter of PC Postage product/service) registered for use at one Post Office location (licensing Post Office) and deposited under USPS authorization at another Post Office location (entry Post Office). The mailpieces are endorsed to indicate the drop shipment.		MA
metered mailing		A mailing consisting of mail with postage evidence affixed in the form of an approved Information-Based Indicia (IBI) or non-IBI indicia.		MA
metered postage		Postage evidence (prepaid postage) presented in the form of an Information-Based Indicia or non-IBI indicia from a USPS-approved postage meter or PC Postage system printed directly onto the mailpiece or onto an adhesive label affixed to the mailpiece. This postage payment method may be used on all mail classes and products except Periodicals and Bound Printed Matter.		PT
metered reply mail	MRM	A preprinted return envelope, card, or label provided by an approved postage meter or PC Postage customer as a courtesy to customers on which the postage is prepaid as an Information-Based Indicia (IBI) or non-IBI indicia. The reply mail has specific address and format requirements.	(Compare with *Business Reply Mail® (BRM)* and *(courtesy reply mail (CRM)*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
meter indicia		Printed evidence of postage (either on postage meter tape that is affixed to the mailpiece or as a direct impression on the mailpiece) applied in the upper right corner of the envelope, address label, or tag. The type, size, and style of the indicia is fixed when the postage meter is approved by USPS for manufacture. For letter-size mail, the indicia is either printed with fluorescent ink or in combination with a facing identification mark (FIM D) when printed without fluorescent ink.		PT
meter tape		A consumable adhesive tape used with USPS-approved postage evidencing systems (postage meters and PC Postage products) on which postage evidence in the form of an approved Information-Based Indicia (IBI) postage or non-IBI postage is imprinted.		PT
migratory bird hunting and conservation stamp		A nonpostal stamp required by federal law for hunting waterfowl such as ducks and geese. This type of stamp is sold on behalf of the Department of the Interior by large Post Office facilities and by Post Office facilities where justified by customer demand. Proceeds from sales, less product cost of the stamp, are used to purchase wetlands and associated waterfowl habitats to be included in the U.S. Fish and Wildlife Service National Wildlife Refuge System. Informally, also called bird stamp and duck stamp.		RP
military address			(See *(overseas military address*.)	AM
military mail		Mail that bears a U.S. military delivery address or return address and that, in some stage of its transmission, is in the possession of the Department of Defense.	(See also *(overseas military mail*.)	GB
military ordinary mail	MOM	Department of Defense (DOD) official mail sent at Periodicals, Standard Mail, Parcel Select, or Package Services prices that requires faster service than sealift transportation to, from, and between military Post Office locations. USPS transportation of MOM is by surface means. Expedited service is determined and provided by and at the expense of the DOD. MOM is limited to mail originated by the DOD or DOD-authorized contractors.	(Compare with *(parcel airlift (PAL)*.)	GB
Military Postal Service Agency	MPSA	The single contact point between the Department of Defense and USPS for managing the military mail program for all branches of the armed forces. MPSA adheres to USPS rules, federal laws, and international laws and agreements for moving military mail into foreign countries. In addition to supporting overseas U.S. military installations, MPSA handles mail delivery to and from U.S. diplomatic facilities abroad.		GB
military Post Office™	MPO	A branch of a U.S. civil Post Office operated by the Army, Navy, Air Force, or Marine Corps to serve military personnel overseas or aboard ships.	(See also *Army Post Office (APO)* and *Fleet Post Office (FPO)*.)	GB

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
military Post Office cancellation			(See *cancellation*.)	GB
miniature sheet		A single stamp or a small block of stamps such as 10 stamps making up a less-than-normal size sheet, with a margin on all sides that bears some special wording or design. Miniature sheets can be issued for definitive and commemorative stamps.	(See also *pane*, *sheet*, and *souvenir sheet*.)	ST
minimum size standard		The smallest dimensions permitted for all mailable matter or for a specific mail processing category or specific price. For mailability, all mailpieces must be at least 0.007 inch thick. For mailpieces 0.007 inch to 1/4 inch thick, the pieces must be at least 3-1/2 inches high and at least 5 inches long, except keys and identification devices.	(See also *aspect ratio*.)	PC
mint stamp		(philatelic) An unspoiled, unused postage stamp in the original condition when sold by USPS, including full original adhesive if the stamp was issued with adhesive.		ST
miscoded mail		Mail with an incorrect ZIP Code, barcode, or other required sortation code such as a carrier route number as part of the delivery address or delivery address block.	(See also *miszipped mail*.)	MA
misdirected mail		General term for mail missent by USPS or mail misshipped by the mailer.		MP
missent mail		(1) Mail that has not been dispatched by USPS according to official schemes, schedules, or special orders (e.g., mail originated in Albany, NY, addressed to Tampa, FL, but received in San Francisco, CA). (2) A designation for a USPS Tracking or Signature Confirmation event scan for individual parcels that are misdirected because of a USPS error.	(Compare with *misshipped mail*.)	MP
misshipped mail		(1) Mail deposited by the mailer at the wrong Post Office or facility. (2) A designation for a USPS Tracking or Signature Confirmation event scan for individual parcels that are misdirected from mailer error.	(Compare with *missent mail*.)	MP
missort		(1) To distribute mail to the wrong separation or bin. (2) Mail incorrectly distributed by USPS or incorrectly presorted by the mailer.		MP
missorted mail		(1) Mail incorrectly distributed by USPS or incorrectly sorted by the mailer (e.g., mail with ZIP Code 20008 placed in a 5-digit container for mail sorted and destined to ZIP Code 22207). (2) Mail distributed in error to the wrong carrier route.		MP
miszipped mail		Mail with an incorrect ZIP Code in the delivery address.		MA
mixed		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the service areas of more than one processing facility such as mail prepared as mixed network distribution center (NDC0, mixed, automated area distribution center (AADC), and mixed area distribution center (ADC). (2) Working mail that USPS sorts further.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
mixed AADC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the service areas of more than one automated area distribution center (AADC). (2) Working mail that USPS sorts further. (3) A price category available for some mail classes or products prepared at a mixed AADC presort level.		PC
mixed ADC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the service areas of more than one area distribution center (ADC). (2) Working mail that USPS sorts further. (3) A price category available for some mail classes or products prepared at a mixed ADC presort level.		PC
mixed classes		(1) A mailpiece containing more than one mail class such as an attachment or enclosure of a different class. With certain exceptions, the postage on the entire piece or package is charged at the price of the higher class. (2) Separate and distinguishable Media Mail pieces and Bound Printed Matter pieces combined into one machinable parcel for delivery to the same addressee.		PC
mixed collection route		A city assignment route on which a carrier performs a variety of collection and mail transport services, such as a combination of intracity box collection trips that include business and residential trips as well as contract station box collection trips.	(See also *collection route*.)	DE
mixed NDC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the service areas of more than one network distribution center (NDC). (2) Working mail that USPS sorts further. (3) A price category available for some mail classes or products prepared at a mixed NDC presort level.		PC
mixed perforation		(philatelic)	(See *compound perforation*.)	ST
mixed route		A route or trip consisting of business and residential addresses in which 30 to 69 percent of the possible deliveries are business addresses.		DE
mobile Post Office™		A trailer unit equipped to handle all major postal needs as an emergency or temporary replacement Post Office location.		DE
mobile vehicle repair facility	MVRF	A 40-foot van equipped as a one-bay garage that goes to postal facilities to service vehicles.		TR
modern service standards		States goals for service achievement for each mail class first published in January 2007 in accordance with the requirements of the Postal Accountability and Enhancement Act of 2006. The standards are publicly posted and updated periodically to reflect changes in the processing, transportation, and delivery network.	(See also *service standards*.)	MP
money order			(See *Postal Money Order*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
motorist mailchute			(See *snorkel collection box*.)	DE
motorized carrier		A city carrier who uses a vehicle to deliver mail. The route is called a motorized or mounted route.		DE
motorized collection route		A city route where mail is collected by a carrier using an automotive vehicle. Shuttle trips made to pick up mail deposited at selected points by other collectors constitute motorized collection.	(See *collection route*.)	DE
motorized route		A city delivery route on which a motorized vehicle is used to deliver and collect mail.		DE
motor vehicle operator	MVO	An employee who primarily drives postal vehicles between postal facilities.		TR
mounted route		A city route on which the carrier delivers mail using an automotive vehicle rather than by walking or riding a bicycle.	(Compare with *bicycle route* and *foot route*.)	DE
Mover's Guide®		An envelope packet that contains PS Form 3575, Change of Address Order, and instructions on completing the form, along with discount coupons for related moving services. The revenue from the advertising in the guide helps underwrite its printing and production.		AM
Move Update		A requirement for presorted and automation First-Class Mail service and for all Standard Mail service that helps reduce the number of mailpieces in a mailing that might require forwarding or return because of outdated or inaccurate addresses. The mailer periodically matches address records with customer-filed change-of-address orders received and maintained by USPS. By performing these address matches, mailers can avoid mailing to customers at old addresses. Approved methods of meeting this requirement include Address Change Service, National Change of Address Linkage System, FASTforward service, and Ancillary Service endorsements except Forwarding Service Requested.		AM
Move Update Assessment Charge		An extra amount added to each assessed mailpiece in a mailing in which less than 70 percent of the pieces pass a Performance-Based Verification at acceptance and for which the mailer cannot demonstrate meeting Move Update requirements.		PC
Move Update Noncompliance Charge		An extra amount added to each piece in a mailing that does not meet the Move Update requirements.		PC
Move Validation Letter	MVL	A communication sent to the former address of a customer who submits a change-of-address order. The letter notifies the customer that the order was received and to contact USPS if there are any issues with the request to forward the mail.	(See also *Customer Notification Letter (CNL)*.)	AM
mule		(informal)	(See *tow motor*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Multi-Channel Customer Experience Improvement Project		An integrated multi-channel effort aimed at individual and small business customers that includes improved access on usps.com, the contact centers, and a new mobile channel. Also called Project Phoenix.		US
multidelivery stop		A single stop with several possible deliveries such as a neighborhood delivery and collection box unit, an office or apartment building front- or rear-loaded bank of mail receptacles, or several curbline boxes grouped together.		DE
Multiline Accuracy Support System	MASS™	A certification process and application (similar to the Coding Accuracy Support System) that accesses and checks the address-matching software used by customers' multiline optical character readers. It is also used to evaluate the ability of encoding stations, including remote and local encoding, to process address information and apply an accurate delivery point barcode to a mailpiece. USPS separately certifies the equipment for a manufacturer and the user. Certified equipment can be used until the expiration of the applicable MASS cycle.		AM
multiline optical character reader	MLOCR	(1) An optical character reader that reads and interprets more than one line of the delivery address on a mailpiece. (2) (obsolete) A mail processing machine that used optical character recognition to read and interpret more than one line of the delivery address on a mailpiece. It looked up the delivery point code in a database, printed a barcode representing part of the address, and did an initial sortation. The barcoded mail was further sorted on a barcode sorter. The MLOCR used the Remote Bar Coding System to handle addresses that could not be decoded, such as handwritten address. All MLOCRs have been removed from operation and replaced with Delivery Bar Code Sorters (DBCSs).		EN
MultiMode		A mode introduced to Delivery Bar Code Sorter Input/Output Subsystem (DIOSS) and Combined Input/Output Subsystem (CIOSS) letter mail processing systems in 2010 that merges the features of multiple operational modes into one seamless mode so as to allow a more streamlined and batchless operating mode with high operational efficiency. Applies to all mail processing operations with the exception of CIOSS Postal Automated Redirection System (PARS) Lift and Label Modes, and DBCS-Mode delivery point sequencing		EN
Multiple Entry Point Payment System	MEPPS	A procedure that simplifies postage payment and documentation for mailings generated by computer-supported mailer systems.		MA
multiposition flat sorting machine	MPFSM	(obsolete) A machine that mechanically sorted flats by ZIP Code. Using four operators, it distributed between 10,000 and 13,500 pieces per hour into one of 100 bins or stackers. All MPFSMs have been removed from operation.	(See *Automated Flats Sorting Machine 100 (AFSM 100)*.)	EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
multiposition letter sorting machine	MPLSM	(obsolete) A letter sorting machine with a paneled mainframe with multiple operator consoles (typically for 12 employees) and 277 bins on the back side of the machine. It could process 43,200 faced letter-size mailpieces per hour. MPLSM mechanization served as a transition from manual operations to automated operations. All MPLSMs have been removed from operation.	(See also *single position letter sorting machine*.)	EN
MXD		An abbreviation used on mail container labels that identifies the contents as mixed mail for different destinations processed at a single facility (such as for multiple ADCs). Mail in such containers is generally residual mail that USPS combines with other residual mail to achieve sufficient volumes for processing and dispatch.	(See also *WKG*.)	MP
MyPostOffice	MyPO	A Web-based gateway that employees use to update and find information about postal facilities and the services offered such as passport applications and local business hours. It serves as a communications loop between the call center, local Post Office facilities, and Consumer Affairs offices. It is the application that local Post Offices rely on to pull hold mail requests, carrier pickups, and service issues daily.		DE
Mystery Shopper		A program used to correct conditions that are detrimental to customer satisfaction and may inhibit revenue growth. The program gives Postal Service management an objective view of retail operations from the customer's perspective.		RE
National Air and Surface System	NASS	A computerized system operated at the St. Louis Accounting Service Center and distribution networks offices to produce dispatch and labeling information for all mail classes. It is used by mail processing facilities. NASS uses a facility code to identify sites that process mail or are included in transportation routings. NASS facility codes are cross-referenced in other systems including Facility Access and Shipment Tracking (FAST).		MP
National Association of Letter Carriers, AFL-CIO	NALC	The labor union that is the exclusive bargaining representative of all employees in the city carrier bargaining unit.		HR
National Association of Postal Supervisors	NAPS	The management association that represents postal supervisors and managers responsible for supervising or managing bargaining unit employees.		HR
National Association of Postmasters of the United States	NAPUS	One of two management associations that represents postmasters.	(See also *National League of Postmasters of the United States (League)*.)	HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
National Center for Employee Development	NCED	A training facility that provides instruction in the maintenance and repair of postal equipment, systems, vehicles, and facilities. It also offers courses in business education and management development and can deliver training to local postal facilities via satellite. The center is located in Norman, OK.		HR
National Change of Address	NCOA™	(Obsolete) An electronic address correction service available to mailers through USPS licensees that was replaced with NCOALink.		AM
National Change of Address Linkage	NCOALink®	A secure dataset containing millions of permanent change-of-address (COA) records consisting of the names and addresses of individuals, families, and businesses who have filed a COA. The product enables mailers who have purchased a license to process mailing lists and update them with the new addresses before using the lists for a mailing. The official product name is NCOALink.		AM
national customer ruling	NCR	A voluntary customer program administered by USPS that renders decisions on mailpiece design and price eligibility and issues a classification decision on the pieces in the mailer's proposed mailing before it is presented at a business mail entry unit.	(See also *customer support ruling (CSR)*.)	PC
National Customer Support Center	NCSC	An organization that provides information, services, and products (e.g., address management software programs such as the City State product, zone charts, directories, testing of ZIP+4 code or delivery point code address matching software) that improve addressing quality for mailings that qualify for certain prices. The NCSC is located in Memphis.		AM
national customer support ruling	NCSR	A pre-production classification decision on mailpiece design and price eligibility. An NCSR eliminates the need to obtain individual rulings at multiple acceptance points for the same mailpiece design.	(See also *customer support ruling (CSR)*.)	PC
National Deliverability Index	NDI	A score that enables mailers to compare deliverability factors among several address lists prior to purchase or lease. It identifies and scores factors deemed critical for optimum mail processing and delivery.		AM
National Directory Support System	NDSS	A system for maintaining all mail processing sort programs and address directory files that enable the automated mail processing. It holds all street address and ZIP Code data for the entire country. NDSS also provides the conduit to mail processing equipment for the change of address files used to process undeliverable-as-addressed mail. Additionally, NDSS interfaces with the Address Management System for the daily generation of delivery point sequence sort programs.		EN
National Information System Support Center	NISSC		(See *Information Technology Service Center (ITSC)*.)	IT

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
National Intelligent Mail®	NIM	A server that receives all scan data from Intelligent Mail devices (IMDs) and makes that data available to backend systems.		IM
National League of Postmasters of the United States	League	One of two management associations that represents postmasters.	(See also *National Association of Postmasters of the United States (NAPUS)*.)	HR
National Materials Customer Service	NMCS	The national supply management help desk that provides assistance in clarifying and resolving customer inquiries. This operation also monitors customer satisfaction levels based on quality, service, and costs.	(See also *Helpdesk Expert Automation Tools (HEAT)* and *Touch Tone Order Entry (TTOE)*.)	SM
National Meter Accounting and Tracking System	NMATS	A system that tracks the installation and setting of each Postage Evidencing System (PES) and keeps an accurate inventory of the location and settings of each system. Daily transaction files are generated by all approved PES providers and transmitted to USPS to be used to update NMATS data files.		PT
National Network Distribution System	NNDS	A network of 21 highly mechanized network distribution centers (NDCs) and 10 auxiliary service facilities (ASFs) linked together and to other postal facilities by a transportation network. Each facility processes originating and destinating mail for a specific geographic area.	(Compare with *general mail system*.)	MP
National Network Service Center	NNSC	The data processing facility in Raleigh, NC, that serves as a laboratory for the development of business subsystems and as a national support center for computer networks.		IT
National Performance Assessment	NPA	A Web-based system that collects performance-related metrics such as on-time delivery, revenue generation, efficiency, safety, and employee satisfaction, from source systems across the organization. These metrics are translated into balanced scorecards used to monitor the entire enterprise and individual units across the nation. NPA supports the Pay for Performance (PFP) program and Performance Evaluation System (PES).		MP
National Postal Forum	NPF	An annual educational conference and trade show offering mailers, postal management, and suppliers of postal products and systems a venue to discuss problems and solutions as well as changes in mailing standards and mailing technologies. It provides in-depth training and networking, including general sessions, workshops, symposiums, certificate programs, and a large exhibit hall to help mailers keep pace with mailing industry changes. The NPF is a not-for-profit educational corporation, established in 1968 by a group of mailers committed to a partnership with USPS.		CR
National Postal Mail Handlers Union, AFL-CIO	NPMHU	The labor union that is the exclusive bargaining representative of all employees in the mail handler bargaining unit.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
National Postal Professional Nurses	NPPN	The union that is the exclusive bargaining representative for all bargaining unit registered nurses. It is affiliated with the American Postal Workers Union.		HR
National Reassessment Process	NRP	A national program that reviews the status of employees at the district level in rehabilitation and limited duty assignments to ensure placement in appropriate and necessary work positions.		HR
National Rural Letter Carriers' Association	NRLCA	The labor union that is the exclusive bargaining representative of all employees in the rural carrier bargaining unit.		HR
National Stock Number	NSN	A number assigned to each common item of supply repetitively used, purchased, stocked, and distributed within the federal government. It is made up of 13 digits in four groups; for example, 7240-00-160-0440 (Federal Supply Group 72, Federal Supply Class 7240, and National Item Identification Number 00-160-0440). All items requisitioned by Federal Standard Requisitioning and Issue Procedures (FEDSTRIP) from the General Services Administration (GSA) are identified by NSNs.		SM
National Workhour Report	NWR	A report, which is generated by pay period and accounting period, that uses workhours from individual employee pay records, including adjustments, and transferred, loaned, and training hours from PS Form 1236-A, Weekly Loan, Transfer & Training Hours. The report displays data by function and labor distribution code, which includes the following: the actual hours worked compared with the operating budget plan, the year-to-date performance, and the same-period-last-year performance. It is produced on various levels (e.g., Post Offices through national summaries).		HR
National Workhour Reporting System	NWRS	The labor expense functional reporting system that consists of the National Workhour Report and the Labor Utilization Report.		HR
NBC		An abbreviation used on mail container labels that identifies the contents as nonbarcoded mail.	(See also *NON BC*.)	MP
NCOALink®			(See National Change of Address Linkage (NCOALink®).)	AM
NDC		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the service area of the same network distribution center (NDC). (2) An abbreviation used on mail container labels that identifies the contents as NDC mail (i.e., the ZIP Codes on the mail are served by the NDC).		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
NDC presort		A presort level in which all pieces in the bundle or container are addressed for delivery within the service area of the same network distribution center (NDC) or auxiliary service facility (ASF). Pieces are sorted to NDCs if machinable or to NDCs or ASFs if nonmachinable and entered at a facility (other than an NDC or ASF) that accepts bulk mail.		PC
negotiated service agreement	NSA	A customized and mutually beneficial contractual agreement between USPS and a specific mailer (customer or organization). It provides for customized pricing, prices, and classifications under the terms and conditions established in the NSA and may include modifications to current mailing standards and other postal requirements. Terms and conditions affecting prices or classifications require USPS to request a recommended decision from the Postal Regulatory Commission.	(See also *commercial contract price*.)	GC
neighborhood delivery and collection box unit	NDCBU	A centralized unit of more than eight individually locked compartments sized to accommodate the delivery of magazines, merchandise samples, and several days' accumulation of mail. In addition, collection mail may be deposited in a designated compartment.	(See also *cluster box unit*.)	DE
nested mail		Individual mailpieces aggregated into a unit such as a bundle, tray, or sack. Units can also be aggregated within another unit such as bundles within a sack or trays on a pallet. The nesting of mailpieces with Intelligent Mail barcodes using unique IDs allows the tracking of the pieces in the containers if the containers also bear unique barcodes. Nesting mail with unique barcodes creates visibility of the mail.	(See also *containerize*.)	IM
NetPost Mailing Online®			(See *Click2Mail.com*.)	US
network distribution center	NDC	A highly mechanized and automated mail processing facility formerly designated as a bulk mail center. NDCs are classified as Tier 1, Tier 2, or Tier 3 sites. Tier 1 sites handle the distribution of local (turnaround) and destination Standard Mail, Periodicals, and Package Services pieces. Tier 2 sites have Tier 1 responsibilities and handle the distribution of Standard Mail, Periodicals, and Package Services pieces locally and to the network. They also handle surface transfer center containerization and dispatch operations of outgoing and incoming Priority Mail, First-Class Mail, Periodicals, and Standard Mail pieces. Tier 3 sites have Tier 1 and Tier 2 responsibilities and serve as consolidation points for less than truckload volumes from Tier 2 sites.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
network distribution center over-the-road container	NDC-OTR	A tall, four-sided container made of steel or aluminum with wheels. This type of mail equipment is used to transport parcels and bulk mail between postal facilities. It is used in automated processing systems at network distribution centers. Also called over-the-road container.		MP
Network Distribution Center Presort price	NDC Presort price	A price available for Standard Mail parcels and Parcel Select pieces prepared as specified, sorted to network distribution centers or auxiliary service facilities, and entered by the mailer at a business mail entry unit or at a facility other than a network distribution center.		PC
Network Operations Data Mart	NODM	A repository of all logistics, transportation, and processing operations data that is a subset of the Enterprise Data Warehouse.		IT
Network Optimization Indicator Report	NOIR	An analytical tool designed to help move mail on the right mode of transportation and meet specified service commitments.		MP
never hinged	NH	(philatelic) The designation given to a stamp that does not have a mounting hinge or hinge marks. A never hinged stamp usually has the original adhesive on the back.		ST
New Improvements in Customer Experience	NICE	A cross-functional team that identifies customer "points of pain" where a resolution would improve customer relations. The team sends the suggestions to the appropriate postal function that can implement a resolution or explain the reason behind and continued need for a policy or procedure.		CA
New Law		(informal) A reference to the Postal Accountability and Enhancement Act, signed into law on December 20, 2006.	(See *Postal Accountability and Enhancement Act (PAEA.)*)	GC
NEWS		An abbreviation used on mail container labels that identifies the contents as Periodicals. "NEWS" may be used only if published weekly or more often or if authorized newspaper treatment as of March 1, 1984.	(Compare with *PER*.)	MP
Newsbreak		A news sheet that is published concurrently with Link Extra and transmitted by fax. It contains the same information as the Link Extra and is intended for posting on bulletin boards nationwide.	(See also *Link Extra*.)	CO
newspaper receptacle		A container for newspaper delivery by private carriers attached to the post of a curbside mailbox used by USPS. The receptacle must meet certain physical requirements and must not display advertising, except the publication title.	(See also *mail receptacle*.)	DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
newspaper stamps		(philatelic) Elaborate and colorful stamps issued from 1865 to 1899 for the prepayment of postage for newspapers and periodicals. They were intended for bulk shipments, with face values ranging up to $100. They were attached by the publisher to a shipping document that accompanied the papers to the Post Office facility. Later they were affixed to Post Office receipt books to document payment.		ST
next-day delivery			(See *Priority Mail Express*.)	SH
NFM		(1) An abbreviation used on mail container labels that identifies the contents as Not Flat-Machinable mail. (2) The price-specific marking that identifies Standard Mail Not Flat-Machinable pieces.		PC
night differential		The extra compensation added to the base hourly rate of certain employees for work time between 6 p.m. and 6 a.m.		HR
99 Percent Accurate Method		An Address Management Service that tests a mailer's address list to determine whether it is at least 99 percent accurate.		AM
nixie		A mailpiece that cannot be sorted or delivered because of an incorrect, illegible, or insufficient delivery address. A nixie clerk specializes in handling this mail.	(See also *undeliverable-as-addressed (UAA)*.)	AM
nonadvertising portion		For price eligibility, the editorial part or reading matter of an authorized Periodicals publication that contains all material that is not advertising. The nonadvertising portion is measured as a percentage of the publication and charged a price that is different from the price charged for the advertising portion. Also called editorial portion.	(Compare with *advertising portion*.)	PC
NON BC		An abbreviation used on mail container labels that identifies the contents as nonbarcoded mail.	(See also *NBC*.)	MP
noncareer employee		An employee under a noncareer appointment such as a temporary appointment or casual appointment. Often such an appointment is for a limited period of time, without the full employee benefits and privileges conferred by a career appointment.	(Compare with *career employee*.)	HR
noncity delivery office	NCD	A Post Office with no city delivery service.		DE
nondenominated postage		A postage stamp without a monetary value on the face. Nondenominated postage has been issued as contingency First-Class Mail and official mail stamps and as semipostal stamps and presorted price precanceled stamps. The value of some nondenominated stamps was indicated with a letter of the alphabet. Except for the Forever Stamp and semipostals, nondenominated postage is issued to meet a specific postage price and retains that value even after the price for the service changes.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
nonfixed mechanization		Equipment used in mail processing exclusive of mail transport conveyor system that is generally installed in a standard configuration. Such equipment is not designed to conform to the shape of any specific postal facility and can be installed and removed without any major structural changes to a building. Nonfixed mechanization includes automated flat sorting machines, barcode readers and sorters, facer-cancelers, and optical character readers.		MP
nonidentical-weight mailing		A mailing in which not all pieces weigh the same. Mailings made up of nonidentical-weight pieces generally require a postage payment system such as a Manifest Mailing System that documents each piece.	(Compare with *identical-weight mailing*.)	MA
nonincidental attachment		A separate First-Class Mail or Standard Mail piece attached outside another mailpiece (host piece) of a different mail class. The First-Class Mail piece may be attached to a Periodicals, Standard Mail, Parcel Select, or Package Services mailpiece, with postage paid at the appropriate First-Class Mail price unless the attachment is considered an incidental enclosure (i.e., closely associated with the host piece). Standard Mail pieces may be attached to a Periodicals, Parcel Select, or Package Services mailpiece, with postage paid at the appropriate Standard Mail price.	(Compare with *incidental attachment*.)	PC
nonincidental enclosure		A separate First-Class Mail or Standard Mail piece enclosed inside another mailpiece (host piece) of a different mail class. The First-Class Mail piece may be enclosed in a Periodicals, Standard Mail, Parcel Select, or Package Services mailpiece, with postage paid at the appropriate First-Class Mail price unless the enclosure is considered an incidental enclosure (i.e., closely associated with the host piece). Standard Mail pieces may be enclosed in a Periodicals, Parcel Select, or Package Services mailpiece, with postage paid at the appropriate Standard Mail price.	(Compare with *incidental enclosure*.)	PC
nonlocal		Outgoing mail destined for a postal area outside the Post Office where the piece is mailed. Also called out of town.		MP
nonmachinable		The incapacity of a mailpiece to be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually and may be subject to a surcharge or higher price.		EN
nonmachinable outside	NMO	A parcel or mailpiece that, because of size, weight, or other characteristic, cannot be sorted by mechanized mail processing equipment and must be handled manually. The parcel is called an outside because it cannot be placed into a sack or other mailing container.		PC
nonmachinable surcharge		An additional fee charged First-Class Mail letters and some Standard Post pieces having physical characteristics related to weight, rigidity, shape, or readability that require manual handling.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
nonmailable articles and substances		(1) Anything that, by statute, "may kill or injure another, or injure the mails or other property." There are some exceptions to this rule that allow otherwise nonmailable items to be mailed. (2) Certain animals and plants, items with noxious odors, and items improperly packaged for mailing.		PC
nonmailable written, printed, and graphic matter		Matter that would be otherwise mailable that includes certain solicitations, lottery and certain advertising matter, and matter using any fictitious name, title, or address in conducting any scheme or device in violation of law. The solicitations may be either in guise of bills, invoices, or statements of account, or they may deceptively imply federal connection, approval, or endorsement.		PC
nonmail service		Any service that does not include the delivery of mailpieces (e.g., providing mailing list service for a fee or selling a Postal Money Order).		PC
no office	NO	A notation on mail schedules and in listing points traversed by highway contract routes that indicates that the point has no Post Office.		TR
nonpersonnel unit		A small nonstaffed Post Office station or Post Office branch that is served by a rural carrier in quarters provided by a contractor, which also provides custodial and security support. This facility provides, on a self-service basis, essential customer services such as the collection and delivery of mail and the sale of postage stamps. The serving rural carrier is required to remain at the nonpersonnel unit for at least 15 minutes each day at a consistent time when the route operates to provide other services such as the sale of money orders and the acceptance and delivery of Special Services.	(Compare with *detached box unit (DBU)*.)	RE
nonpostal service		Any service that is not defined under the Postal Accountability and Enhancement Act of 2006 as a postal service such as photocopying service.		GC
nonpostal stamp		A stamp that is sold by USPS as an agent of other federal agencies (e.g., the migratory bird hunting and conservation stamp).		RP
NONPROFIT		The authorized abbreviation for the Standard Mail class marking for nonprofit price categories that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be represented with NONPROFIT ORGANIZATION or the abbreviation NONPROFIT ORG.		PC
NONPROFIT ORG.		The authorized abbreviation for the Standard Mail class marking for nonprofit price categories that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be represented with NONPROFIT ORGANIZATION or the abbreviation NONPROFIT.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
NONPROFIT ORGANIZATION	NONPROFIT ORG, NONPROFIT	The Standard Mail class marking for nonprofit price categories that is used on the face of a mailpiece to indicate to USPS eligibility claimed and the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be abbreviated NONPROFIT ORG. or NONPROFIT.		PC
nonprofit price		(1) A preferred price for a Periodicals publisher authorized as a nonprofit organization. (2) A lower Standard Mail price for qualified organizations and national and state political committees.		PC
nonprofit Standard Mail®		A lower Standard Mail price that is available only to qualified nonprofit organizations and qualified national and state political committees specified by U.S. statute. Often written as Nonprofit Standard Mail, with the term nonprofit capitalized, even though the lower price category is not a specific product.		PC
nonreadable mail		Mail whose address or barcode cannot be deciphered by an optical character reader.		EN
nonrequester copy		A Periodicals requester publication copy used as a sample or promotion that is mailed to someone who has not asked for the copy. No more than 10% of the total number of copies mailed during the calendar year may be mailed to nonrequesters at the Outside-Country Periodicals prices if those copies would be eligible for such prices if mailed to requesters, unless the nonrequester copies are commingled and presented with requester copies.		PC
nonsalable stock		Stamp stock that is damaged, detached, or obsolete, or stamp coil remnants that are insufficient for vending.		RE
nonsubscriber copy		A Periodicals publication copy used as a sample or promotion that is mailed to someone who has not paid for a subscription. No more than 10% of the total number of copies mailed during the calendar year may be mailed to nonsubscribers at the Outside-Country Periodicals prices if those copies would be eligible for such prices if mailed to subscribers, unless the nonsubscriber copies are commingled and presented with subscriber copies.		PC
no show		(informal) The failure of a mailer to arrive within 8 hours of a scheduled appointment to deposit mail at a postal facility.		MP
no-stat delivery point		A business or dwelling under construction, demolished, blighted or otherwise identified as not likely to become active for some time, or a rural route address that has not been receiving mail for 90 days or longer. No-stat and vacant tables are part of the Delivery Point Validation product.		AM
no-stat indicator		A flag at the delivery point level set in the Address Management System to signal that an address receives no delivery and is not to be counted as a possible delivery.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Not Flat-Machinable	NFM	A separate price category for Standard Mail pieces that either meet the size limits for flat-size mail or exceed the length and height for flat-size mail while not meeting the uniformity or flexibility requirements for flat-size mail. NFMs are generally processed on parcel-sorting equipment.		PC
nutting truck		A rigid, wheeled utility container constructed of wood and steel that consists of a rectangular, low, wooden platform, mounted on wheels, with a detachable pipe rack at each end to restrain loads. The truck is used for in-plant movement of mail in bulk quantities and mail transport equipment. It was named for its designer, Elijah Nutting. Also called platform truck or trailer, float, or tram.		MP
obliteration		A cancellation intended to deface a postage stamp on a mailpiece so that it cannot be reused to pay postage a second time.	(See also *killer bars*.)	MP
obliterator		A device used for cancellation that can include the validator, registry, or round-dater stamp; Standard Post canceler; rubber oval stamp; and the all-purpose dating stamp.		MP
obvious value		Mail matter that is likely to have value to the sender or addressee such as merchandise, photographs, and gifts.		MP
occupant address		An alternative addressing format that uses one of four designations (i.e., postal customer, occupant, householder, or resident) rather than an addressee name at a specific street address or Post Office Box number, or rural route and box number; and Post Office, state, and ZIP Code.	(Compare with *exceptional address* and *simplified address*.)	AM
occupant list		An address list composed of records that show the delivery address line and the last line (city, state, and ZIP Code) but no recipient line (customer or business name).		AM
OCR read area		A rectangular area on the address side of the mailpiece that is 1/2 inch from the left and right edges of the mailpiece, 5/8 inch from the bottom edge, and 2-3/4 inches from the bottom edge.	(See also *optical character reader (OCR)*.)	EN
office		A shortened designation for 8.		MA
Office of Inspector General	OIG	Federal law enforcement and oversight agency authorized by law in 1996 to conduct independent financial audits, evaluations, and investigations of USPS programs and operations. It has oversight for all activities of the Postal Inspection Service. The OIG is headed by the inspector general, who is independent of postal management and who is appointed by, and reports directly to, the nine presidentially appointed USPS governors. Otherwise known as the United States Postal Service Office of Inspector General.		GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
office of mailing line		One of three required informational lines printed on the outside container label that identifies the origin of the mail inside the container. It must show either the city and state of the entry Post Office (e.g., Milwaukee WI) or the mailer's name and city and state of the mailer's location (e.g., Acme Motors Milwaukee WI). It is the third line from the top of the three informational lines.	(Compare with *content line* and *destination line*.)	MP
officer		A top corporate executive, including the postmaster general and the deputy postmaster general responsible for a function or area office. The Board of Governors determines the number of corporate officers and appoints the postmaster general. The governors and the postmaster general appoint the deputy postmaster general. The postmaster general appoints the remaining corporate officers.		HR
officer in charge	OIC	A career employee appointed temporarily to fill a postmaster vacancy during which the accountability of postmaster is transferred to the employee.		HR
office time		The amount of time that a city carrier spends in the delivery unit casing mail and performing other administrative duties before leaving to deliver mail or after returning from the route.	(Compare with *street time*.)	DE
Official Election Mail		Any mailpiece created by an authorized voting registration official that is mailed to or from a citizen of the United States for the purpose of participating in the voting process. Election Mail includes ballot materials, voter registration cards, absentee applications, and polling place notifications. The distinctive Official Election Mail design used on this mail is a Postal Service trademark.	(See also *political campaign mail*.)	PC
official mail		Mail authorized by federal law to be sent by U.S. government officials, often without postage prepayment. It includes franked mail sent by members of Congress and penalty mail sent by U.S. Government agencies.		PC
Official Mail Accounting System	OMAS	An automated system at designated postal facilities for the data entry from postage statements from federal agencies for official mail. USPS bills the agencies according to OMAS data, and each Post Office gets credit for the revenue. Agencies use OMAS data to monitor their postage costs.		FI
Official Mail Messenger Service	OMMS	A route type found only in Washington, DC, that handles the delivery of some official mail to various federal agencies.		DE
official mail postage		(philatelic) A stamp or stationery item issued and used only by federal government agencies.		ST
official personnel folder	OPF	A folder maintained for each employee that contains documents reflecting the official status, salary, benefits, and service or work performance of the employee.	(See also *Electronic Official Personnel Folder (eOPF)*.)	HR
off-the-clock		A designation that describes the duty status of an employee (that is, off duty).		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
omitted postage		Matter of any class, including that for which Special Services are indicated, received at either the office of mailing or office of address without postage.	(See also *insufficient postage* and *postage due*.)	FI
omnibus rate case		A filing with the Postal Regulatory Commission that requests changes in prices, fees, and mail classification for all classes of mail, products, and services. USPS can also request changes in the prices or classification of specific classes of mail or services. Since enactment of the Postal Accountability and Enhancement Act, cases are termed price adjustments.		GC
OMX		An abbreviation used on mail container labels that identifies the contents as origin mixed mail (i.e., residual mail that USPS sorts with other mail).		MP
ONDC presort		A presort level in which all pieces in the bundle or container are addressed for delivery within the service area of the same network distribution center (NDC) or auxiliary service facility (ASF). Pieces are sorted to NDCs if machinable or to NDCs or ASFs if nonmachinable and entered at the origin NDC or ASF (i.e., the NDC or ASF that serves the mailer) but not at the other NDCs or ASFs. Pieces entered at the origin NDC or ASF that are addressed for delivery within the service area of that NDC or ASF are rated at DNDC prices.		PC
one-bundle sliding-shelf	OBSS	A carrier case that provides a one-route system featuring the casing of all mail for a delivery point into one separation. The case provides one separation for each delivery point on a route. All mail for a stop is cased together without regard to shape or size. This type of case is used most often for curbside delivery routes. These cases are used only for rural routes.		DE
OneCode ACS®		An Address Change Service (ACS) that combines into a single Intelligent Mail barcode all elements separately printed on mail that are necessary under the traditional ACS program. Participants using OneCode ACS receive electronic or automated address corrections.		AM
OneCode Confirm®		A Confirm service option that uses a single Intelligent Mail barcode in place of the combination of the PLANET Code and POSTNET barcodes.		IM
OneCode Solution®		Another designation for the Intelligent Mail barcode that replaces the PLANET and POSTNET barcodes.		IM
OneCode Vision®		The strategy that uniquely identifies mailpieces and larger unit loads of mail with a code (e.g., Intelligent Mail barcode and Intelligent Mail Tray barcode) to enable end-to-end process tracking and full visibility. The OneCode Vision creates one distribution code per mail type and aggregates (such as a tray) to encompass or point to all relevant services like address change requests and USPS Tracking service.		IM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
1-800-ASK-USPS®		A toll-free number for the public to obtain customer service information.		CR
online postage		Postage and mailing labels printed via usps.com or authorized service providers.		US`
on paper		(philatelic) A postage stamp, usually already canceled, that is still on the original envelope or wrapper or on a portion of the envelope or wrapper.		ST
on piece		(philatelic) A stamp on part of the original envelope that shows all or most of the cancellation.		ST
on-the-clock		A designation that describes the duty status of an employee (that is, on duty).		HR
open and distribute		(1) A bulk shipment in a single container such as a sack or tray box that contains individually addressed pieces that is processed for distribution at the destination facility receiving and opening the container. (2) To open at the destination facility a mailing container such as a sack or tray box marked for the open and distribute service, remove the mailpieces inside, and place the pieces into the mailstream for processing.	(See also *Priority Mail Express Open and Distribute (EMOD)* and *Priority Mail® Open and Distribute (PMOD)*.)	MP
opening unit		An operational area within a mail processing facility where pouches, sacks, and containers of mail are received from arriving dispatches and are opened and prepared for distribution.		MP
open transit		A Universal Postal Union term for transit, in a dispatch for an intermediate country, of a batch of mailpieces whose number or weight does not justify making up a separate dispatch for the destination. Open transit mail is prohibited into USPS.	(See also *à découvert.*)	GB
operating plan		The blueprint that details the operations in a facility. It includes volume profiles, start times, percentages of volume by hour, and scheduled end times for all major operations to ensure that the critical entry times and clearance times of each operation and down line operation can be met.		MP
operational throughput		A productivity number that is calculated as total pieces fed divided by the amount of time a sort program has been set up (initialized).		EN
operation number	OPER	A three-digit number that designates a uniquely defined activity or operation performed within a postal facility.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
optical character reader	OCR	(1) A device on equipment that scans ("reads") images of handwritten, typewritten, or printed text such as addresses or numeric ZIP Codes that are electronically translated into machine-encoded text used by the equipment to perform a process. (2) An automated mail sorting machine that interprets the address information on a letter-size mailpiece and sprays the corresponding ZIP Code information onto the piece as a barcode and sorts the mail into bins (stackers). The OCR consists of a mail feed unit, transport unit, stacker modules, computer with a control system, video monitor, and printer.		EN
optional endorsement line	OEL	A series of specific printed characters on the top line of the address block that identifies the sortation level of a bundle and may contain an ACS participant code. The OEL is used in place of bundle labels. If an Intelligent Mail barcode is used, the barcode contains OEL coding.		MP
Optional Procedure	OP	A method of verifying and accepting First-Class Mail pieces, Standard Mail pieces, Package Services pieces, and international mail consisting of identical- or nonidentical-weight pieces by comparing a mailer's financial, production, and other business records instead of using standard weight verification procedures.	(See also *postage payment system*.)	MA
Oracle Accounts Payable	Oracle AP	A software system that provides for processing and reporting of payments made at the San Mateo and St. Louis Accounting Service Centers (ASCs). Oracle Accounts Payable supports transactions generated by other ASCs, field operations, and Headquarters.		FI
ordinary mail		Any domestic mail class or product that is accorded standard dispatching and handling. This excludes Priority Mail Express and Priority Mail pieces as well as mail with a Special Service (e.g., Certified Mail, Collect on Delivery, USPS Tracking, Registered Mail, Signature Confirmation, and Special Handling services).		MP
Organizational Management	OM	A module within the Human Capital Enterprise System that provides the organizational structure with objects representing areas, districts, Post Offices, processing and distribution centers, positions, and other elements. The OM module includes every employee, position, installation, district, and area in the nation.		HR
origin		(1) The point or place where intended mail is fully prepared (i.e., where the mail originates) just prior to entry into the mailstream. (2) The point where mail first enters the mailstream. (3) A qualifier that identifies where intended mail is prepared such as origin ZIP Code or where mail is entered such as origin Post Office.	(Compare with *destination*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
original entry		The Post Office where a publisher submits the application for Periodicals mailing privileges for a qualified publication. The publication may be mailed there or at another Post Office for which the publisher holds an additional entry authorization.	(See also *exceptional dispatch*.)	PC
original gum	OG	(philatelic) The adhesive coating on a mint stamp as applied at the time of stamp production and sold by USPS.		ST
original mailing office		The Post Office where the authorization for nonprofit Standard Mail prices is filed.		PC
originate		(1) To be the point of production or creation of intended mail, whether presented for entry at the local Post Office or taken to a destination entry facility as a drop shipment. (2) To be the point of entry of intended mail into the mailstream.	(Compare with *destinate*.)	MA
originating mail		Outgoing mail and local mail that enter the mailstream (that is, the point of origin) for mail processing and delivery.	(Compare with *destinating mail*.)	MP
Origin Bulk Mail Center Presort	OBMC Presort	(obsolete)	(See *Origin Network Distribution Center Presort (ONDC Presort)*.)	PC
origin Caller Service			(See *accelerated reply mail (ARM)*.)	SS
Origin Destination Information System-Revenue, Pieces, and Weight	ODIS-RPW	An internal information system by which data on mail volume, mail class or product, and other mail characteristics are collected, developed, and reported in the official Revenue, Pieces, and Weight Report.		FI
origin facility		The point of entry used by a mailer presenting a mailing.		MA
origin line			(See *office of mailing line*.)	MP
Origin Network Distribution Center Presort	ONDC Presort	A price available for Parcel Select pieces prepared as specified, sorted to network distribution centers or auxiliary service facilities, and entered by the mailer at the origin NDC serving the mailer's plant.		PC
origin/optional entry SCF		A presort level by sectional center facility (SCF) that includes bundles or containers for one or more three-digit ZIP Code prefix areas served by the same SCF in whose service area the mail is verified/entered. Pieces bearing different three-digit ZIP Code prefixes for the same SCF can be in the same bundle or container. Subject to standard, this separation is required regardless of mail volume.		PC
origin/optional entry three-digit		A presort level in which the ZIP Code in the delivery address on all pieces begins with one of the three-digit ZIP Code prefixes processed at the sectional center facility (SCF) in whose service area the mail is verified/entered. Subject to standard, a separation (i.e., separate bundle or container) is required for each three-digit ZIP Code prefix area regardless of mail volume. Can also be written as origin/optional 3-digit(s).		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
origin ZIP Code™		The ZIP Code in which mail is prepared or the mail is entered into the mailstream.	(Compare with *destination ZIP Code™*.)	MP
outgoing mail		Mail sorted within a mail processing facility that is dispatched to another facility for additional processing or delivery. Also called originating mail.	(Compare with *incoming mail*.)	MP
outgoing primary		A scheme or sort plan in which outgoing mail (collection and business mail entry unit mail) is sorted to area distribution centers, automated area distribution centers, plants and distribution centers, network distribution centers, states, large cities, or foreign countries. Outgoing primary schemes may also include finer local mail separations such as large local zones or even carrier routes.	(Compare with *incoming primary* and *outgoing secondary*.)	MP
outgoing secondary		A scheme or sort plan in which mail that was sorted in an outgoing primary operation is further sorted to finer outgoing separations. It is possible for outgoing secondary distribution to be made in a different facility from the one where the outgoing primary distribution was made.	(Compare with *incoming secondary* and *outgoing primary*.)	MP
outgoing sort plan		A scheme that identifies separations made for the first handlings of collection and other originating mail. The plan typically includes plants across the country in addition to holdouts for delivery units within the service area of the processing facility.	(Compare with *incoming sort plan*.)	MP
Output Subsystem	OSS	Modification on barcode sorters that enables the equipment to read ID tags and print barcodes. It is part of the Remote Bar Coding System.		EN
outside		A parcel or mailpiece that, because of size, weight, shape, or contents, must be handled manually. The mailpiece is called an outside because it cannot be placed into a sack or container.		MP
outside parcel		A mail processing category for a mailpiece that exceeds the dimensions for machinable parcel or a high density item (other than a book or printed matter).		PC
overage		The dollar amount above the accountable amount at the conclusion of a retail credit examination.		RE
overflow tray		A less-than-full letter tray or flats tray that contains pieces remaining after preparation of full trays for the same destination. Overflow trays may be prepared only if allowed by the standards for the price claimed.		MA
overnight		A designation for a dispatch of value in which delivery is expected the day after mail is received by the critical entry time. This dispatch is considered the highest priority of outgoing mail in processing facilities.		MP
overnight delivery		Priority Mail Express next-day delivery where available.		SH

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
overprint		(philatelic) Additional printing on a stamp that was not part of the original design. An overprint that changes the value of the stamp is sometimes termed a surcharge.		ST
(overseas military address		An address that contains the APO or FPO designation along with a two-character "state" abbreviation of AE, AP, or AA, and the corresponding ZIP Code or ZIP+4.		AM
(overseas military mail		Domestic mail that bears an overseas U.S. military delivery address or return address and, in some stage of its transmission, is in the possession of the Department of Defense. Additional requirements apply to this mail, including the use of customs declarations for some pieces and conditions prescribed by the Department of Defense. Overseas military mail is addressed to an APO (Army Post Office) or an FPO (Fleet Post Office). The last line of the address contains the APO or FPO designation and the appropriate two-letter "state" abbreviation (AA, AE, or AP), followed by the corresponding ZIP Code or ZIP+4.	(See also *military mail*.)	GB
oversized price		A dimensional-based price that is charged for Standard Post, Parcel Select, and Parcel Return Service pieces exceeding 108 inches but not more than 130 inches in combined length and girth.	(Compare with *balloon price*.)	PC
over-the-road container	OTR	A container used within the National Network Distribution System for transporting surface mail by truck or railroad. Also, a container that moves between a network distribution center (NDC) and its associate postal facilities as opposed to a container used exclusively in the NDC.		MP
ox		(informal)	(See *tow motor*.)	MP
package		(1) A parcel. (2) (obsolete) A designation for a group of addressed pieces assembled and secured together to make up a basic unit of bulk mail for processing purposes. Such a group is now called a bundle.		MP
package identification code	PIC	(1) A number printed on a mailpiece that uniquely identifies the mailpiece in a manifest. When sampling occurs, an employee compares the postage for the mailpiece listed on the manifest with USPS calculations of the sample. (2) A number that contains specific data elements that uniquely identify the service, the mailer, and the package and that are translated into a corresponding parcel barcode printed near the delivery address.		MA
package route			(See *parcel route*.)	DE
Package Services		A mail class that consists of five products: (a) Single-Piece Standard Post, (b) Bound Printed Matter Flats, (c) Bound Printed Matter Parcels, (d) Media Mail and Library Mail, and (e) the international product Inbound Surface Standard Post service. Package Services is a market dominant product.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
packaging		The part of the mailpiece that protects the contents such as an envelope for letters and flats or a carton for parcels, along with closure or sealing devices and cushioning material.		PC
Padded Flat Rate Envelope		A flat-rate envelope measuring 12-1/2 inches by 9-1/2 inches suitable for mailing lightweight merchandise. It is available for both domestic and international Priority Mail.		SH
paddle system		A small wooden or cardboard piece that is given to about every 10 carriers in a delivery unit to manage the distribution of accountable mail and keys. The manager or accountable clerk notifies the carriers with the paddles when to go to the cage for accountable mail and keys. After they are served, they pass the paddles onto the next carriers.		DE
pair		(philatelic) Two unseparated stamps.	(Compare with *strip*.)	ST
pallet		A reusable platform or skid on which mail is stacked to be moved as a single unit. Pallets are made of rigid material such as wood or plastic designed for four-way forklift entry and capable of handling loads of up to 65 cubic feet and 2,200 pounds. A USPS pallet measures 48 by 40 inches.		MP
pallet box		Any pallet base or skid, with cardboard sides or an attached cardboard box. The box may be any type or size, including Postal Pak and Westpak.		MP
palletization		A process of preparing mail on a pallet under specific standards for transportation. Use of pallets is preferred to bed loading mail onto trucks.	(See also *copalletize*.)	MP
palletize		To prepare mail on a pallet for transportation.		MP
pane		A portion of a full sheet of postage stamps (e.g., one 20-stamp pane from a full sheet of six panes or 120 stamps). Full sheets are perforated or die-cut and cut into panes before shipment to Post Office facilities for easier distribution and sale.	(See also *sheet*.)	ST
paper rack			(See *sorting rack*.)	MP
par avion		(French) International term for airmail (literally, “by airplane”).		GB
parcel		(1) Mail that does not meet the mail processing category of letter-size mail or flat-size mail. It is usually enclosed in a mailing container such as a carton. (2) A package.	(See also *irregular parcel*, *machinable parcel*, and *outside parcel*.)	PC
Parcel Airlift	PAL	A service to or from military Post Offices (APO/FPO) that provides air transportation for parcels on a space-available basis. PAL is available for Standard Post items not exceeding 30 pounds or 60 inches in length and girth combined. The applicable PAL fee is in addition to the regular surface postage price for each addressed piece.		GB

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
parcel locker		A unit that is installed alongside neighborhood delivery and collection box units or in conjunction with Post Office Boxes in a retail facility that is used for parcel delivery.		DE
Parcel Return Service	PRS	A return service for parcels that consists of two price categories: Return Network Distribution Center (RNDC) and Return Delivery Unit (RDU). The parcels bear a USPS-approved Parcel Return Service label and are received in bulk by the permit holder or authorized agent at designated return network distribution centers or return delivery units. The customer mails the parcel back to the permit holder who pays the return postage. Parcel Return Service is a competitive product.		PC
parcel route		A city route generally covering a wide area in which the principle function is to deliver only larger parcels (of all mail classes and products, not just Standard Post service) as a supplement to the city delivery service provided by the carriers on several routes within the parcel route.		DE
PARCELS		A word used on mail container labels that identifies the contents as parcel mail.		MP
Parcel Select®		A product that consists of six price categories: Destination Delivery Unit (DDU), Destination Sectional Center Facility (DSCF), Destination Network Distribution Center (DNDC), Origin Network Distribution Center (ONDC) Presort, Network Distribution Center (DNC) Presort, and Barcoded Nonpresort. Parcel Select service is a competitive product.	(Compare with *Package Services*.)	PC
PARCEL SELECT		The Parcel Select product marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The same marking is used for Parcel Select mail entered at destination network distribution center (DNDC), destination sectional center (DSCF), and destination delivery unit (DDU) prices. The marking for NDC Presort is PARCEL SELECT NDC PRESORT or PARCEL SELECT NDC PRSRT. The marking for Origin NDC Presort is PARCEL SELECT ONDC PRESORT or PARCEL SELECT ONDC PRSRT. The marking for Barcoded Parcel Select is PARCEL SELECT BARCODED or PARCEL SELECT BC.		PC
PARCEL SELECT BARCODED			(See *PARCEL SELECT*.)	PC
PARCEL SELECT NDC PRESORT			(See *PARCEL SELECT*.)	PC
PARCEL SELECT ONDC PRESORT			(See *PARCEL SELECT*.)	PC
parcel slide		A long, table-like piece of furniture in some Post Office retail lobbies, usually close to the retail counter where customers can place parcels or fill out forms while waiting in line. It can include slots for forms and informational materials.		RE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
parcel sorting machine	PSM	A large carrousel-type machine about 1,600 feet long and containing 120 chutes that feeds conveyor belts leading to truck docks, slides, or other sorters. The PSM has an input station controlled by a computer that sorts and discharges parcels from transport trays to primary and secondary positions. The PSM sorts parcels to separations that typically include other network distribution centers and high-volume facilities.	(See also *tilt tray sorter*.)	EN
parent piece		The mailpiece that is identified by the detached address label (DAL). Such a mailpiece is unaddressed because the DAL bears the delivery address.		PC
park and loop		A delivery method in which the carrier parks the vehicle and walks out and back over one or more streets, delivering mail away from and looping back to the vehicle. The vehicle serves as a movable container holding the mail. Also called loop.		DE
park and loop route		A motorized city route that uses the park and loop delivery method.		DE
part		Pages that are physically separate subdivisions of a Periodicals publication, as identified by the publisher. Each part must show the publication title, and the number of parts in the issue must be stated on the cover of the first part. Parts produced by someone other than the publisher may not be mailed at Periodicals prices if prepared by or for advertisers or provided free or at a nominal charge.	(See also *section*.)	PC
part-time flexible	PTF	A career hourly rate employee available to work flexible hours as assigned during the course of a service week.		HR
part-time regular	PTR	A career hourly rate employee assigned to work regular schedules of less than 40 hours in a service week.		HR
passport service		A retail service that includes accepting passport applications and, in some places, taking photographs as an arrangement with the Department of State at many Post Office locations and large stations and branches.		RE
pass		Sortation of mail through one operation or one machine. A two-pass operation, therefore, indicates the mail must be processed two times on a piece of equipment or in an operation.		MP
paste-up		(philatelic) The ends of rolls of coiled stamps joined with glue or tape.		ST
part-perforate		(philatelic) A stamp with perforations missing on one or more sides but with at least one side perforated.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Pay for Performance	PFP	A process used to help employees focus on individual achievement through objective and measurable performance indicators and goals that are aligned at corporate, functional, and individual levels. Participating employees learn at the beginning of the evaluation period where priorities lie, what is expected, and how results impact the organization. PFP enables employees to concentrate on achievements that are within their control and that are based on their line of sight in the organization.	(See also *Performance Evaluation System (PES)*.)	HR
pay period	PP	A period that comprises 2 service weeks, beginning on Saturday and ending 2 weeks later on Friday.	(See also *service day* and *service week*.)	FI
PCCInsider®		A monthly hardcopy and online publication that is designed for business mailers who are members of a Postal Customer Council (PCC). It contains information and updates on products and services, new prices, and policy issues.		CO
PC Postage®		A hardware/software-based postage evidencing system offered by USPS-authorized providers (commercial vendors) for purchasing and printing Information-Based Indicia (IBI) postage from a personal computer, a printer, and Internet access. PC Postage product/service offerings are also available online through USPS.		PT
penalty mail		Official mail sent without postage prepayment by officers of the executive and judicial branches of the U.S. government, by departments and agencies of the U.S. Government, and by specifically authorized individuals. Agencies then reimburse USPS for the penalty mail service they receive. USPS requires agencies to use penalty postage meters or other forms of direct accountability for proper reimbursement through the Official Mail Accounting System. The term comes from the endorsement "Penalty for Private Use" printed on the mail.	(Compare with *franked mail.*)	PC
PER		An abbreviation used on mail container labels that identifies the contents as Periodicals.	(Compare with *NEWS*.)	MP
perforation		The punching out of holes between stamps in rows and columns to facilitate separation. The number of perforations within the space of two centimeters determines the gauge of perforation. Self-adhesive stamps are not produced with perforations but with die cutting.	(See also *die cutting*.)	ST
perforation gauge		A special metal or plastic ruler with an imprinted scale used to measure the number of perforation holes or teeth along the edges of stamps or the distance between peaks or ridges.		ST
Performance-Based Verification	PBV	A process that uses experience-based mailer profiles to determine the frequency and sample size for verifying the preparation and eligibility of a mailer's mailing.		MA
performance cluster	PC	A grouping of the district office and the processing facilities in its service area.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Performance Evaluation System	PES	A national system used to record individual core requirements and progress toward achieving those goals. It is used by evaluators to record comments on employee progress and core requirement ratings for employees.		HR
periodical publication		Printed matter (a magazine, newspaper, or other publication) that is issued on a regular, stated basis.		PC
Periodicals		A mail class consisting of magazines, newspapers, or other publications formed of printed sheets that are issued at least four times a year at regular, specified intervals (frequency) from a known office of publication. Periodicals usually must have a legitimate list of subscribers or requesters. This mail class consists of two products: Outside County and Within County. Periodicals is a market dominant product.		PC
Periodicals Accuracy Grading and Evaluation	PAGE	A certification process that evaluates the accuracy of publication and print planning (ppp) software in calculating the copy weight and percentage of advertising in a publication according to mailing requirements that determine eligibility and pricing. PAGE lets Periodicals mailers eliminate the need to submit marked copies showing advertising for every edition of every issue.		AM
Periodicals Mail Measurement System		A hybrid system that measures Periodicals service performance by combining data from two externally and independently operated Periodicals measurement systems. Data from the two systems represent publications ranging in frequency from daily to monthly, concentrated primarily in weekly publications. National and area level results are posted quarterly for the public on usps.com.		CA
perishable matter		An item (such as produce, live animal, or live plant) that can deteriorate in the mail and thereby lose value, create a health hazard, or cause a nuisance or disturbance under ordinary mailing conditions. Such matter usually requires special packaging.	(Compare with *hazardous material* and *restricted matter*.)	PC
permit		Any authorization required for specific types of preparation or postage payment. Specifically, an authorization to mail by using indicia or an imprint in place of stamps or meter impressions. Payment is made against an advance deposit account that is established with USPS for postage and services. Other types of mail, such as Business Reply Mail, service require the use of imprints.		MA
permit imprint		Printed indicia, instead of an adhesive postage stamp or meter stamp, that shows postage prepayment by an authorized mailer.		MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
permit reply mail	PRM	A service that enables an authorized permit holder to pay postage at the time of mailing for both the outgoing First-Class Mail or Priority Mail piece and the reply piece inside the outgoing piece sent to the customer. The customer mails back the specially formatted prepaid reply piece without affixing postage.		PC
Personalized Stamped Envelope	PSE	A Stamped Envelope with a preprinted return address. Personalized Stamped Envelopes are ordered through Stamp Fulfillment Services.		ST
Personnel Administration		A module within the Human Capital Enterprise System that maintains information about employees and supports personnel changes as needed.		HR
phantom route		(1) A pseudo route or dummy route not associated with any carrier and programmed on a sort scheme for a holdout. (2) A route number assigned to multiple delivery segments from two or more carrier routes for incoming primary or secondary distribution. The mail is sorted manually to firm holdouts, apartment buildings, etc, and presented to the carrier routes for delivery. Phantom routes are not part of the City Carrier Cost System.		MP
philatelic cover		(philatelic) An envelope, postcard, or other mailpiece with postage affixed and mailed by a stamp collector to produce a collectible item.	(See also *first day cover*.)	ST
Philatelic Fulfillment Service Center		(obsolete)	(See *Stamp Fulfillment Services*.)	ST
philatelic postmark		An official postmark that contains the Post Office name, city, state, ZIP Code, and date (month, day, and year) of the canceling Post Office that accepted custody of the mail.	(See also *postmark*.)	ST
philately		The collection and study of postage stamps, postal stationery, and other postal items for pleasure and/or profit.		ST
Phoenix-Hecht Postal Survey		An objective and statistically valid measurement of remittance mail processing privately conducted and reported twice each year. During the survey, specially coded envelopes are mailed to participating processing sites from major population and business centers, large USPS processing and distribution centers, and selected cities in each state.		MS
phosphor		A substance applied to the face of postage stamps in the manufacturing process so that a facer-canceler can automatically find the stamp on a mailpiece under ultraviolet light, orient the piece, and cancel the stamp.	(See also *tagging*.)	EN
Pickup on Demand®		A service available for a fee from designated Post Office units for Standard Post (if scheduled) pieces, Priority Mail pieces, and certain Priority Mail Express products and international mail. The fee can be waived under specific conditions.	(See also *pickup service*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
pickup service		A general term used to describe the mail pickup options available to customers.	(See also *Carrier Pickup™* and *Pickup on Demand®*.)	DE
pickup table			(See *facing table*.)	MP
pictorial		(philatelic) A stamp design that incorporates a picture other than a portrait or number.		ST
pictorial cancellation		A postmark with an illustration as part of its design.		ST
pie cart		(informal)	(See *tray cart*.)	MP
piece		An individually addressed mailpiece using any permissible addressing format. This definition also applies when piece is used in eligibility standards. Quantities indicated for optional or required sortations always refer to pieces unless specifically excepted.		MA
piece count		A calculation of mail volume that provides the actual number of mailpieces processed. It is generated by machine meter, machine printouts, or actual counts. If these methods are not feasible, the weights, number of containers, or linear feet of mail are multiplied by a national conversion factor to determine the number of mailpieces.		MP
piece price		In bulk mail, the postage charged for each mailpiece in addition to the pound price charge, if applicable, for the entire mailing. Standard Mail and Bound Printed Matter services have such price structures.		PC
pie rack		(informal)	(See *tray cart*.)	MP
pigeonhole		(informal) One opening, separation, or section for sorting letters or flats into a manual distribution case.		MP
piggyback		To move a single tractor-trailer onto a special rail flatcar.	(See also *trailer-on-flatcar (TOFC)*.)	TR
pipe		(informal)	(See *nutting truck*.)	MP
pivot		(1) To use the undertime of carriers to perform duties on vacant routes, cover absences, or provide assistance. Pivoting balances carrier workloads with mail volume and absences. (2) To divide the office and street activity of a delivery route into sections that are assigned to individual carriers.	(See also *Delivery Operations Information System (DOIS)*.)	DE
placard		(1) A large sign or card attached to various types of mail transport equipment that provides internal information about the content, mail processing operation, or dispatch of the mail. (2) The label a mailer attaches to pallets to identify the destination, content, and origin of the mail. (3) To attach or affix such a sign or card to a container.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
PLANET Code®			(See *Postal Alpha Numeric Encoding Technique (PLANET®)*.)	EN
planned start time			(See *start time*.)	MP
plant load	PL	An operation in which USPS accepts high-volume mailings at a mailer's plant rather than a business mail entry unit and provides postal transportation from the plant directly to the processing destination in order to bypass handling otherwise required at one or more postal facilities including the local Post Office.	(See also *expedited plant load* and *facility bypass*.)	MA
plant-verified drop shipment	PVDS	A procedure that enables origin verification and postage payment for shipments transported by the mailer from the mailer's plant to destination postal facilities for acceptance as mail. PVDS is typically used for mailings claiming a destination entry discount or price.		MA
plate		(philatelic) The basic unit on a printing press to produce postage stamps.		ST
plate block	PB	(philatelic) The block of postage stamps, generally two rows wide, in a pane next to the selvage that contains the number(s) of the plate(s) used to print the stamps. Generally a block of four stamps, it may be larger if the pane of stamps includes more than four designs or if there are multiple numbers beside more than two stamps. If each stamp in a pane is a different design, the entire pane is collected as a plate block.		ST
plate number		(philatelic) Numerals or an alphanumeric combination that indicates the printing plate used to print postage stamps. Plate numbers on sheet stamps generally appear in the corner or side margin; on coil stamps, at predetermined intervals; on booklets, in the selvage if they have not been trimmed off.		ST
platform acceptance unit	PAU		(See *business mail entry unit*.)	MA
platform truck or trailer			(See *nutting truck*.)	MP
pocket			(See *bin*.)	MP
point-of-purchase promotions	POP	Elements of promotional campaigns for products and services sold at retail that are prominently and timely displayed in lobby and counter areas.		RP
point of service	POS		(See *Point of Service One (POS ONE.)*.)	RP
Point of Service One	POS ONE	The primary hardware and software system used to conduct retail sales transactions in Post Offices. POS ONE automates and simplifies retail transactions and captures transactional data related to products and services sold.	(See also *integrated retail terminal (IRT)*.)	RP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
political campaign mail		Any piece mailed for political campaign purposes by a political candidate, a campaign committee, or a committee of a political party to promote political candidates, referendums, or political campaigns.	(See also *Official Election Mail*.)	GR
polywrap		(1) Clear polythene film used to enclose mailpieces including automation flat-size pieces. (2) To enclose mailpieces with an automated process in which polythene is fed from reels under and around the pieces. The two edges are brought together and heat-sealed, and the top and bottom edges are crop-sealed to create the container.	(See also *shrinkwrap* and *stretchwrap*.)	EN
pool case shipment		Package Services mail that is postage paid, addressed (with ZIP Code), destined for a sectional center facility, and packed in containers that can be moved with lift trucks or similar mail handling equipment.		MP
portable Post Office Boxes		Post Office Boxes secured in a frame for central point delivery in business buildings.		RP
POS ONE			(See *Point of Service One (POS ONE)*.)	RP
possible delivery		Any stop to which a carrier could make a delivery. A possible delivery could be an active delivery point, a vacant address (designated as such if vacant for more than 90 days and flagged in the address database), or a Post Office Box throwback (designated in the address database as an address that receives free Post Office Box service at a Post Office that has no carrier delivery service or at a Post Office in which the address is within a quarter mile of the Post Office).		AM
postage		Payment for delivery service that is affixed to or imprinted onto a mailpiece, usually in the form of a postage stamp, permit imprint, or meter impression. Services in addition to the base postage for the mail class or product are charged fees.		PC
Postage and Mailing Center	PMC	Self-service equipment that allows a customer to weigh, rate, and buy postage in the form of a single stamp. The stamp is nondenominational until the time of purchase. Some machines also offer electronic change of address.		RE
postage due	PD	Insufficient postage. Additional postage owed USPS after the mailpiece is entered into the mailstream.	(See also *omitted postage*.)	FI
postage due mail		Mail on which additional postage is collectable on final delivery, generally because of forwarding or additional services provided. Also called shortpaid mail.		FI
postage due stamp		A special stamp affixed to mail to denote the amount of postage to be collected from the addressee because of insufficient prepayment of postage. These stamps are no longer issued.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Postage Due Weight Average	PDWA	A program that calculates postage due returns in bulk using weight averaging, rather than rating each individual mailpiece.		MA
postage evidencing system		A device or product/system used to print directly onto envelopes or meter tape affixed to envelopes as evidence that postage required for a mailing is prepaid. Postage evidencing systems print indicia, such as meter imprints or Information-Based Indicia (IBI), to indicate postage payment.	(See also *Information-Based Indicia (IBI)*, PC Postage®, and *postage meter*.)	PT
postage meter		A device approved by the Postal Service for manufacturer and distribution and lease to the public that can print postage in the form of an authorized postage indicia. Postage meters are available for lease only from authorized providers.	(See also *Information-Based Indicia (IBI)* and *metered mail*.)	PT
postage payment method		The way in which a mailer pays postage as shown by the form of postage or indication of postage on the outside of the mailpiece such as adhesive stamp, permit imprint, precanceled stamp, metered postage, and Information-Based Indicia from PC Postage product/ services. Not all postage payment methods are permitted for some mail classes or products.		MA
postage payment system		Automated and manual processes and procedures authorized by USPS that are structured to allow mailers to document postage and fees for identical-weight and nonidentical-weight pieces in a mailing paid with permit imprint indicia. Examples of these systems include the Alternate Mailing System, Centralized Postage Payment, Manifest Mailing System, and Optional Procedure. Often called special postage payment system.		MA
postage stamp		A gummed or self-adhesive paper stamp affixed to mail as payment for postal services. Types of stamps include definitive stamp (regular-issue stamp), special-issue stamp, and commemorative stamp.	(Compare with *metered postage*.)	ST
postage statement		Documentation provided by a mailer to USPS that reports the type and volume of mail being presented, type of postage method used, processing category of the mail, total weight of the mailing, and other required information and certifies that the mail meets the applicable eligibility standards for the prices and fees claimed. Postage statement data can be submitted electronically or on hardcopy using official USPS forms or approved mailer facsimiles of those forms.		MA
Postage Statement Wizard®	PSW		(See *Postal Wizard (PW)*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
postage validation imprinter	PVI	A computerized printing device that attaches to an integrated retail terminal (IRT) or Point of Service One (POS ONE) terminal to produce a postage label similar to a meter stamp strip that shows payment of postage and fees. The PVI label may contain a barcoded destination ZIP Code that is compatible with automated mail processing equipment.		RP
Postal Act of 2006			(See *Postal Accountability and Enhancement Act (PAEA)*.)	GC
Postal Accountability and Enhancement Act	PAEA	Signed into law on December 20, 2006, this law modernizes price regulation and service standards, increases the authority of the Postal Regulatory Commission, and requires a variety of reports, evaluations, and an accelerated schedule for the funding of USPS retiree health benefits. It also ends the previously mandated break-even business model and allows for profit-or-loss, encouraging retained earnings to be reinvested into the business. The law separates postal products and services into market dominant and competitive categories, with increased pricing flexibility for both.		GC
postal administration		A Universal Postal Union designation for the public service or governmental entity responsible for providing postal or even administrative services, in accordance with laws and regulations.	(See also *postal operator*.)	GB
Postal Alpha Numeric Encoding Technique	PLANET®	An 11- or 13-digit barcode used in combination with the POSTNET barcode to identify mailpieces uniquely. Like the POSTNET barcode, it is a type of height-modulated two-state barcode, consisting of tall and short bars. The PLANET Code digit symbology is the inverse of the POSTNET Code digit symbology. The PLANET Code uses a combination of two short bars and three tall bars to define a digit, whereas the POSTNET Code uses three short bars and two tall bars. The PLANET Code identifies mailpiece class and shape, Confirm Subscriber ID, and additional information chosen by the Confirm subscriber. The Intelligent Mail barcode is replacing the PLANET Code and POSTNET Code barcodes.	(See also *OneCode Confirm®*, and *Postal Numeric Encoding Technique (POSTNET)*.)	EN
postal area ZIP Code™		Any ZIP Code assignment other than unique ZIP Codes. This category includes ZIP Codes assigned to postal facilities, Post Office Box sections, Caller Service, vertical improved mail units in buildings, and delivery units.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Postal Automated Redirection System	PARS	A system that can intercept mail identified as undeliverable-as-addressed during processing on an Advanced Facer Canceler System (AFCS), DBCS Input/Output Subsystem, or Delivery Bar Code Sorter (DBCS) by matching a change-of-address record in the national database with the name and delivery address on the mail. All mail is processed on the Combined Input/Output Subsystem (CIOSS) Bar Code Sorter Input/ Output Subsystem in Lift and Label mode or just Label mode (intercept). After labels with the new address are applied to the mailpieces, the pieces are sent to the appropriate operation for sortation. PARS also automates the processing of change-of-address forms submitted by customers, creates hardcopy or electronic address correction notifications, and automates the return-to-sender mail processed at plants and the Computerized Forwarding System units.		EN
Postal Bulletin	PB	A biweekly publication that announces instructions and changes in policy, procedure, and standards. Issued since 1880, the Postal Bulletin is sent electronically to most postal units and certain employees and in printed form to selected postal units; it is also available to public subscribers. Notices in the Postal Bulletin are in force for 1 year unless they revise permanent standards or specify a different effective period.		CO
postal card			(See *Stamped Card*.)	ST
Postal Career Executive Service	PCES	A staffing category established in 1979 that develops and maintains a motivated, competent group of employees for key management positions. There are two levels in PCES: Level I includes district, area, and Headquarters executives, and Level II consists of officers, including vice presidents.		HR
postal center		A free-standing enclosed unit that contains Post Office Box modules (100 to 300 boxes), parcel lockers, and a collection receptacle.		RE
Postal Civil Service Retirement System Funding Reform Act		The Act (Public Law 108-18) that revised the formula to calculate the amount that USPS contributes annually to pay into the Civil Service Retirement and Disability Fund. Many provisions of this Act have been superseded by subsequent legislation.		GC
Postal Customer Council®	PCC®	A national program established in 1961 to strengthen communications between businesses using the mail and local USPS managers and to make local mail service more efficient, improve mail processing and delivery operations, and foster greater customer satisfaction. Regular meetings, educational programs, mailer clinics, and seminars keep members abreast of postal developments in products, services, and technology as well as policy and regulatory changes.		CR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
postal data center	PDC	(obsolete)	(See *accounting service center (ASC)* and *Integrated Business Systems Solutions Center (IBSSC)*.)	IT
PostalEASE		An automated system, including a telephone dial-up option as well as a Web-based application, that allows employees to learn about or make changes to their benefits or payroll deductions.		HR
Postal Employee Development Center	PEDC	Field units located in specific postal facilities that provide district-wide training and development support services for all personnel on a continuing basis. PEDCs may be equipped with self-instructional material and electronic equipment for training and other professional development. Also called Learning Development and Diversity (LDD) and training center.		HR
Postal Employees Relief Fund	PERF	A 501(c)(3) charitable organization operated by the various management and union organizations to benefit postal employees. The fund was created in 1990 to assist postal employees affected by Hurricane Hugo and the California earthquake, and to provide a permanent process to assist postal employees who become victims of a major natural disaster.		HR
Postal Explorer®		An online library of information about mailing requirements designed for business mailers. It includes electronic versions of the Domestic Mail Manual and the International Mail Manual, related publications, price calculators, zone charts, and postage statements.		PC
Postal Forum			(See *National Postal Forum*.)	CR
postal funds		All monies received or controlled by USPS personnel (including contractors who handle these funds) in any manner while performing their duties.		FI
Postal Inspection Service		The primary law enforcement arm of USPS empowered by Congress to investigate criminal acts involving the mails and misuse of the postal system. The Postal Inspection Service provides assurance to American businesses for the safe exchange of funds and securities through the U.S. Mail; to postal customers of the “sanctity of the seal” in transmitting correspondence and messages; and to postal employees of a safe work environment. Also known as the United States Postal Inspection Service.		IS
Postal Locator		An online tool to find Post Offices, Automated Postal Centers, alternate locations to buy stamps, passport application offices, Post Office Boxes, and collection boxes. Also called Post Office Locator and Services Locator.		RE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Postal Money Order		A stand-alone Special Service provided for a fee for transmitting money. Domestic money orders are sold and redeemed at all Post Offices, and International Postal Money Orders are issued to addresses in those countries whose postal administrations have agreements with USPS.		PC
postal monopoly		A statutory monopoly on the carriage of nonurgent First-Class Mail pieces and outbound U.S. international letters as well as the exclusive right to put mail into private mailboxes as described in the Private Express Statutes and the mailbox access rule. Congress created this monopoly to protect revenue so that USPS could fulfill its mission to provide universal service to every address.		GC
Postal Numeric Encoding Technique	POSTNET	USPS-developed barcode method to encode ZIP Code information on letter-size and flat-size mail that can be read for sorting by automated machines. A POSTNET barcode can represent a 5-digit ZIP Code (32 bars), a 9-digit ZIP+4 code (52 bars), or an 11-digit delivery point code (62 bars). The information content of the barcode is based on the combination of tall (full) bars and short (half) bars. A tall bar represents "1," and a short bar represents "0." When separated into groups of five, these bars sequentially represent each of the digits of the ZIP Code (or ZIP+4 code or delivery point code) for the delivery address, plus an additional digit designated as the correction digit. The correction digit is derived from adding the numbers in the ZIP Code (or ZIP+4 or delivery point code) and determining which single-digit number must be added to that sum to make the total a multiple of 10. The first and last bars of the barcode are frame bars and must always be full bars. The Intelligent Mail barcode is replacing the POSTNET Code and PLANET Code barcodes.		EN
PostalOne!®		An integrated electronic system that records mailing transactions, receives payments, and simplifies record keeping and the retrieval of mailing data. It is the foundation of seamless acceptance and the submission of electronic documentation for Intelligent Mail.	(See also *Intelligent Mail® (IM)*.)	MA
Postal Operations Manual	POM	This directive details the internal operations of Post Offices, including retail and customer service, collection and delivery service, mail processing and transportation, and fleet management. It is one of the policy manuals.	(See also *manual*.)	CO
postal operator		A Universal Postal Union term to describe any public or private entity providing various types of postal services, including mailing and delivery services. USPS is thus considered a postal operator for the United States.	(Compare with *postal administration*.)	GB
Postal Pak		A 69-inch tall pallet with corrugated fiberboard sides instead of shrinkwrap holding the mail together. This reusable pallet box is found principally within the network distribution center network for parcel mail.	(See also *pallet box*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Postal Police Officers Association	PPOA	The labor union that is the exclusive bargaining representative of all postal police officers (uniformed personnel of the Postal Inspection Service as defined in 39 U.S.C. 1201 and 1201 and with the authority conferred by 40 U.S.C. 318) employed by USPS in the Postal Inspection Service.		HR
Postal Qualified Wholesaler	PQW	A wholesaler of international mail who has established a relationship with USPS so that the business of both parties is increased through worksharing and volume pricing.		GB
postal quarter	PQ	An accounting division of the fiscal year that consists of three monthly accounting periods that are based on calendar months, with the first quarter beginning on October 1 and ending on December 31.		FI
Postal Rate Commission	PRC	(obsolete)	(See *Postal Regulatory Commission (PRC)*.)	GC
Postal Regulatory Commission	PRC	The successor organization to the Postal Rate Commission and an independent establishment of the executive branch of the U.S. government that has regulatory oversight over many aspects of USPS including the development and maintenance of regulations for pricing, consultation with USPS on delivery standards and performance measures, consultation with the Department of State on international postal policies, the promotion of accountability in postal matters, and the adjudication of public complaints. The Postal Regulatory Commission was established on December 20, 2006, as part of the Postal Accountability and Enhancement Act.	(See also *Postal Accountability and Enhancement Act (PAEA)*.)	GC
Postal Reorganization Act		The statute that created the United States Postal Service as the successor to the Post Office Department. (Public Law 91-375, signed August 12, 1970.) Many provisions of this Act were revised or changed with the Postal Accountability and Enhancement Act of 2006.		GC
postal routed network	PRN	The internal wide area network that enables electronic transmission of data that reaches most facilities. Accounting, payroll, management performance systems, electronic package tracking, and e-mail are some of the applications served by the PRN.		IT
postal security device	PSD	A USPS-approved highly secure component in a postage meter (postage evidencing system) or PC Postage product/service that manages the accounting of postal funds. The PSD has a self-disabling feature that prohibits the printing of postage when specific programmed requirements are not met or if attempted tampering occurs.		PT

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
postal service		(1) Reference to the delivery of letters, printed matter, or mailable packages, including acceptance, collection, sorting, transportation, or other related ancillary functions. (2) A product or service as defined in the Mail Classification Schedule.		GC
Postal Service™		United States Postal Service.		GC
Postal Service™ schedule	PS schedule	The wage structure that applies to many bargaining unit employees (e.g., city carriers, clerks, vehicle service drivers, maintenance service employees, and vehicle maintenance employees) and often indicated with only the letter P.	(See also *salary schedule*.)	HR
Postal Service™ Competitive Products Fund			(See *Competitive Products Fund*.)	GC
Postal Service™ Financial Report	PSFR	(obsolete) A comprehensive accounting report that was replaced by the Financial Performance Report.		FI
Postal Service™ Fund		A fund established under the Postal Reorganization Act of 1970 in the U.S. Treasury for the deposit of all revenues, interest, appropriations, proceeds from borrowing, or any other receipts from its operations.	(See also *Competitive Products Fund*.)	GC
Postal Service™ Item Number	PSIN	A number assigned to a supply or equipment item to identify that item for requisition, storage, issuance, and property control. The number is generally a combination of letters and digits. Inventory management is driven by both a Postal Stock Number (PSN) and PSIN.	(See also *National Stock Number (NSN)*.)	SM
Postal Service™ Manual		(obsolete) The directive containing all postal regulations that was reorganized and republished as subject-based policy manuals starting in 1978.	(See also *manual*.)	CO
Postal Service™ PolicyNet		An online resource for manuals, handbooks, publications, forms, and other official directives.		CO
Postal Service™ Retiree Health Benefits Fund		A trust fund in the U.S. Treasury established by the Postal Accountability and Enhancement Act of 2006 that is used to prefund retiree health benefits. The law requires USPS to make annual payments for the first 10 years at set amounts, after which the annual installment is computed according to a formula.		GC
Postal Service™ Sales Report	PSSR	(obsolete)	(See Enhanced *Postal Service™ Sales Report (ePSSR)*.)	SA
Postal Service™ Television Network	PSTN	Internal broadcast network used for nationwide training, for corporate updates and news, and for programs on operations, service performance, products, services, and revenue generation.		CO

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Postal Source Data System	PSDS	An electronic data processing network that gathers operational and administrative data (such as mail volume and labor hours) from most postal facilities. It gathers the data with little manual intervention, processes it at a central site data center, and then disseminates information.		MP
postal stationery		Envelopes and blank post cards (i.e., Stamped Cards) with printed or embossed stamp designs sold by USPS. Also called stamped paper.		ST
Postal Stock Number	PSN	A 13-digit number assigned when the item is stocked by the Material Distribution Center but not carried in the Federal Supply System managed by the General Services Administration (GSA). It has the same format as a National Stock Number (NSN). Also known as a pseudo NSN.	(See also *Postal Service Item Number (PSIN)*.)	SM
Postal Store®		A modernized retail unit that has postal products on open display, offering customers self-service selection and full-service counter assistance. The concept was introduced in the late 1980s to give customers a quick way to come into a Post Office, select pre-packaged merchandise from a slatwall, and pay for it at a separate POS terminal, called a cash wrap.	(See also *The Postal Store®*.)	RE
Postal Vehicle Service	PVS	A service operated by employees to transport mail between mail processing facilities, Post Offices, Post Office branches, Post Office stations, detached mail units, various postal customers, and terminals. The PVS fleet includes cargo vans, tractors, and trailers and compares in size to any major less-than-truckload (LTL) freight transportation company.		TR
Postal Vision		A continuous loop of slides and video featuring news and information that is broadcast on television monitors in postal facilities. Much of the daily news comes from USPS News Link or Extra Link.		CO
Postal Wizard	PW	A secure method for entering postage statements electronically in PostalOne! PW is typically used by mailers who mail fewer than 2,000 pieces per month.		MA
postal zone			(See *zone*.)	AM
postal clerk		A general term for an employee who handles mail distribution at a processing facility or Post Office, or an employee who works at a retail window in a Post Office, station, or branch.	(See also *distribution clerk* and *sales and services associate (SSA)*.)	HR
postcard		A commercially produced and sold rectangular card designed for writing and mailing without an envelope and requiring First-Class Mail card or letter postage, depending on the dimensions. Postcards generally show a photograph or illustration on one side.	(Compare with *card* and *Stamped Card*.)	PC
post code		A delivery code, comparable to a ZIP Code in the United States, that is used by a foreign country.		GB

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
postdirectional		An address element that indicates geographic location such as N, S, E, W, NE, NW, SE, and SW that is placed to the right of (after) the street name or street name suffix such as BAY DR W.	(Compare with *predirectional*.)	AM
poste restante	PR	(French) International mail sent to general delivery.		GB
postmark		A postal imprint made on letters, flats, and parcels that shows the name of the Post Office that accepts custody of the mail, along with the two-letter state abbreviation and ZIP Code of the Post Office, and for some types of mail the date of mailing, and the time abbreviation a.m. or p.m. The postmark is generally applied, either by machine or hand, with cancellation or killer bars to indicate that the postage cannot be reused.	(See also *philatelic postmark*.)	MP
postmarking stamp		A handstamp used to cancel postage on mail and to imprint (in black ink) the date and city, state, and ZIP Code.	(See also *facer-canceler*.) (Compare with *all-purpose dating stamp*.)	MP
postmaster	PM	The manager in charge of a Post Office.	(Compare with *officer in charge*.)	HR
postmaster general	PMG	The chief executive officer of USPS who is named by and serves at the pleasure of the Board of Governors. As a member of the Board, this officer appoints the deputy postmaster general jointly with the Board.		HR
postmaster relief/ leave replacement	PMR	A noncareer hourly rate employee who performs as a relief or leave replacement during the absence of a postmaster in a small Post Office.		HR
postmaster relief	PMR		(See *postmaster relief/leave replacement (PMR)*.)	HR
POSTNET			(See *Postal Numeric Encoding Technique (POSTNET)*.)	IM
Post Office™	PO	The basic organizational unit. Generally, each Post Office has primary responsibility for collection, delivery, and retail operations in a specific geographic area. Each year, Post Offices are categorized by revenue and mail volume.	(See also *cost ascertainment group (CAG)*.)	HR
Post Office™ Box	PO Box	A locked box, located in a Post Office lobby or other authorized place that customers and businesses may rent for delivery of their mail.		RP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Post Office™ Box service		A stand-alone Special Service that consists of delivery to Post Office Boxes rented to customers for a fee (as opposed to general delivery or firm holdout service, which is provided at no charge). The service allows a customer to obtain mail during the hours the box lobby is open or access is otherwise available. The service is provided only through receptacles owned or operated by USPS or its agents. No-fee Post Office Box service is provided to customers who are not eligible for carrier delivery.	(Compare with *Caller Service*.)	PC
Post Office™ branch		A unit reporting to a main Post Office that is outside the corporate limits of the city or town of the Post Office unlike a Post Office station. Also called classified branch.		DE
Post Office Express®	POE	A small postal unit located within a retail store, typically a large supermarket, but operated by USPS employees. These units offer high-demand postal products including stamp sales, package services, and money order service.		RE
Post Office™ Locator		An online application that helps customers find postal locations such as retail Post Offices, collection boxes, or alternative access channel sites including Automated Postal Centers. Also called Postal Locator.		RE
Post Office™ station		A unit of a main Post Office that is within the corporate limits of the city or town of the main Post Office unlike a Post Office branch.		DE
pouch		(1) A bag identified by its leather neck strap with a closing latch and eye near the opening (unlike a sack, which is tied) and made of nylon, cotton, or plastic in various sizes and colors for specific types of mail. (2) Mail enclosed in a pouch that is made up by one postal unit and labeled to another unit for opening and distributing. (3) In mail processing and dispatch functions, to place mailpieces or bundles into pouches.	(See also *mail transport equipment (MTE)*.)	MP
pouch-on		To prepare a pouch of First-Class Mail pieces for another Post Office.		MP
pouch rack			(See *sorting rack*.)	MP
Powered Industrial Vehicle Management System	PIVMS	A system that consists of intelligent wireless devices installed on powered industrial vehicles (PIVs) and client-server software for access control, utilization analysis, real-time location tracking. PIVMS provides automated measurement, control, and compliance reporting of PIV operations within a plant, improving PIV safety conditions, operations, supervision, and associated savings.		EN
practice card		A piece of stiff paper or cardboard that contains a dummy scheme item, with the delivery address on one side and the route number of the carrier on the bottom.		HR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
pre-beta test		A test generally conducted at one field site to demonstrate the software to those persons participating in the test. The test focuses on software performance in a user environment, verifying the developer's product by demonstrating its features and functionality and ensuring that the software is ready for beta testing. The pre-beta test includes validation of software installation and installation procedures. Pre-beta testing can occur at more than one site to accommodate different platforms.	(See also *alpha test* and *beta test*.)	EN
precancel		To cancel postage stamps, Stamped Envelopes, or Stamped Cards before they are used for mailing. USPS sells precanceled postage to mailers of Presorted (including automation price) First-Class Mail and Standard Mail pieces. If authorized, mailers may precancel their own postage.	(Compare with *cancel*.)	ST
precanceled postage		An optional postage payment method for presorted First-Class Mail and all Standard Mail pieces that uses precanceled adhesive postage, Stamped Envelopes, or Stamped Cards. The cancellation of the postage may be done by the mailer under a postal permit, or the precanceled postage can purchased from USPS.		MA
precanceled stamp		A postage stamp canceled by marking across the face before it is sold to mailers for use with bulk mailings. Also, a stamp designated as a precanceled stamp without cancellation marks. Mailpieces with these stamps do not go through a canceling machine at the time of mail processing. Precanceled postage is an optional postage payment method for mailings at Presorted and automation First-Class Mail prices and at all Standard Mail prices.	(See also *precancel*.)	ST
precancels		(philatelic) Precanceled stamps (i.e., stamps canceled by a proper authority prior to use on mail).		ST
predirectional		An address element that indicates geographic location such as N, S, E, W, NE, NW, SE, and SW that is placed to the left of (before) the street name such as E HOOVER ST.	(Compare with *postdirectional*.)	AM
preferential mail		Mail that receives preferential handling in processing, dispatch, and/or delivery. This mail includes Global Express Guaranteed, Priority Mail Express and Priority Mail Express International, First-Class Mail and First-Class Mail International, Priority Mail and Priority Mail International, and Periodicals mailpieces, as well as pieces with the Special Service Special Handling.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
preferred price		(1) In general, a postage price maintained, through congressional appropriations, at a level lower than the regular price for the same mail class or service. These prices are available only to qualified organizations and individuals. (2) Preferred categories of mail that meet legally mandated requirements for maintaining prices lower to comparable products: for Periodicals, Within County, Outside County pieces of a publication with fewer than 5,000 Outside County pieces and at least one Within County piece, (Limited Circulation discount), Classroom, Nonprofit, and Science-of-Agriculture; for Standard Mail, Nonprofit prices; and Library Mail.		PC
Premium Forwarding Service®	PFS®	A service that provides residential delivery with a forwarding service for customers who are away from their primary residences. Most mail from the permanent address is forwarded once a week via Priority Mail service to the temporary address. The customer is charged an enrollment fee and a weekly fee.		PC
Premium Postcard.com		An online service through usps.com that allows customers to create, design, and mail customized glossy postcards. Also called Premium Postcard.	(See also *CardStore.com* and *Click2Mail.com*.)	US
Premium Stamped Stationery		Decorated stationery sold by USPS with First-Class Mail postage imprinted or impressed on it.	(See also *stamped paper*.)	ST
Premium Stamped Card		A Stamped Card sold by USPS with First-Class Mail postage imprinted or impressed on the side used for addressing and writing a message, and decorated on the reverse.		ST
preparation			(See *mail preparation*.)	MA
present		To take postage-paid articles or mailings to a business mail entry unit or other designated facility for acceptance and verification by employees.	(Compare with *deposit*.)	MA
presort		(1) The process by which a mailer prepares mail so that it is sorted to the finest extent required by the standards for the price claimed. Generally, presort is performed sequentially, from the lowest (finest) level (e.g., 5-digit) to the highest level (e.g., mixed ADC), to those destinations specified by standard, and is generally completed at each level before the next level is prepared. Not all presort levels apply to all mailings. For some automation price categories, all levels may be optional. (2) To prepare mail by presort levels to qualify for specific prices.		MA
Presort Accuracy Validation and Evaluation	PAVE™	A voluntary certification program in which USPS tests vendors' presort software to determine its accuracy in sorting address information according to postal requirements and in producing standardized documentation.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
PRESORTED	PRSRT	A price-specific marking that is combined with the required basic class or product marking and, in some cases, with another price-specific marking to indicate eligibility for a presorted category. The marking can also be abbreviated PRSRT.		PC
Presorted First-Class Mail®		A nonautomation price category for a First-Class Mail mailing that consists of at least 500 addressed mailpieces and is sorted and prepared according to mailing standards. This mail is not required to bear a barcode.		PC
presorted mail		A form of mail preparation, required to bypass certain postal operations, in which the mailer groups pieces in a mailing by ZIP Code or by carrier route or carrier walk sequence (or other recommended separation).		PC
PRESORTED STANDARD	PRSRT STD	The Standard Mail class marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be abbreviated PRSRT STD.		PC
Presort First-Class Mail® Measurement		A system for commercial letters that uses Intelligent Mail barcode (IMb) technology to measure Presort First-Class Mail service performance. USPS-collected data for letters are provided to an independent, external contractor who combines data for flats from External First-Class Measurement (EXFC) and data for parcels (with USPS Tracking service) from internal measurement systems to calculate service performance. National and area level results are posted quarterly for the public on usps.com.		CA
presort level		The degree to which mail is sorted by ZIP Code or ZIP Code ranges or carrier routes to the mail processing facility or delivery unit that serves the delivery address of the mail. Not every presort level is available for every mail class or product. Not every presort level corresponds to a specific price. In general, the finer the sortation, the lower the price (e.g., Standard Mail pieces sorted by the same 5-digit ZIP Code such as 20008 are considered more finely sorted than pieces for the same 3-digiti ZIP Code prefix such as 200 and thus receive a lower price). The principal presort levels, starting with the finest level, include: (a) firm, (b) carrier route, (c) 5-digit, (d) 5-digit scheme, (e) merged 5-digit, (f) merged 5-digit scheme, (g) 3-digit, (h) unique 3-digit, (i) 3-digit scheme, (j) origin/optional 3-digit(s), (k) SCF, (l) origin/optional SCF, (m) ADC/AADC, (n) ASF/NDC, (o) DNDC, (p) DSCF, (q) NDC presort, (r) ONDC presort, (s) mixed (NDC, ADC, AADC, etc.), and (t) residual (pieces, bundles, sacks).		PC
presort mailing fee			(See *mailing fee*.)	PC
price		The postage rate for any category of a mail class or product as well as some services.	(Compare with *fee*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
price calculator		An online tool that provides quick and accurate information on the cost of mailing letters, flats, and packages. Calculators are available for domestic and international prices.		US
price category		A subdivision of a class or product by type of price such as single-piece, presorted, and automation prices or retail, Commercial Base, and Commercial Plus prices. For example, the First-Class Mail product Presorted Letters/ Postcards has three price categories: nonmachinable, machinable, and automation.	(See *price-specific marking*.)	PC
price marking			(See *price-specific marking*.)	PC
price setting		The development of price modifications to products and services under the Postal Accountability and Enhancement Act. For market dominant products, the law caps price modifications at the class level to the annual Consumer Price Index. For competitive products, USPS is free to price these products as long as they cover their costs, are not subsidized by the market dominant products, and make an appropriate contribution to institutional costs.		PC
price-specific marking		Required wording (e.g., “Presorted”) or corresponding abbreviation (“PRSRT”) on the face of a mailpiece combined with a basic marking of mail class (e.g., “First-Class”) or product that is used to indicate to USPS the service level to be provided and to show the price category claimed (e.g., “Presorted First-Class”).		PC
pricing		All the elements entailed in developing prices for postal products and services.		PC
Pricing and Classification Service Center	PCSC	A national office that provides a single source for mail classification decisions including price eligibility, mail design, and mail preparation. The PCSC processes customer applications to mail at Nonprofit Standard Mail prices, handles Sexually Oriented Advertising and Pandering Prohibitory Orders, manages the Centralized Postage Payment system, and issues final agency decisions. The PCSC is in New York, NY.		PC
primary		The first sorting operation for outgoing mail or incoming mail.	(Compare with *secondary* and *tertiary*.)	MP
primary case		A case for the initial or primary sorting of letter-size mail.		MP
Primary Identification Code Server	PICS	A database server that is part of the Identification Code Sorting (ICS) system and uses ID tag information to sort letter mail with unreadable or insufficient POSTNET barcodes (mailpieces with recognized barcodes need no further definition). ID tag information enhances sort performance for letters with unreadable or insufficient barcodes and keeps them in the automated mailstream.	(See also *Flats Identification Code Sort (FICS)*.)	EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
primary parcel sorting machine	PPSM	A large machine with an input station controlled by a computer that sorts and discharges parcels from transport trays to primary and secondary separations based on the particular scheme run.		EN
printed matter		Paper on which words, letters, characters, figures, or images (or any combination of them) not having the character of a bill or statement of account, or of actual or personal correspondence, have been reproduced by any process other than handwriting or typewriting. In international mail, this is a classification that includes books and sheet music, publishers' periodicals, and regular printed matter (all printed matter other than the aforementioned types).	(See also *Bound Printed Matter*.)	PC
PRIORITY		The Priority Mail product marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be represented with PRIORITY MAIL and with USPS-provided Priority Mail mailing containers, tape, and labels.		PC
PRIORITY MAIL		The Priority Mail product marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The class marking can also be represented with PRIORITY and with USPS-provided Priority Mail containers, tape, and labels.		PC
Priority Mail®		An expedited service for shipping any mailable matter, subject to certain standards such as size and weight limits. Unless Priority Mail Express service is used, Priority Mail prices are required for a mailpiece that weighs more than 13 ounces when the mailpiece contains matter that must be mailed at First-Class Mail prices. Priority Mail service is closed against postal inspection. Except for Flat Rate Envelopes, Flat Rate Boxes, Critical Mail, and Commercial Plus Cubic, Priority Mail postage is charged for each addressed piece according to weight (up to 70 pounds), zone, and, in some cases, dimensions. Major service features include discounts for specific payment methods and volume thresholds and pickup service at home or office by a postal carrier. Available price categories are retail, Commercial Base, Commercial Plus, and Commercial Plus Cubic. Priority Mail service is a competitive product.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Priority Mail Express™		An expedited service for shipping any mailable matter, subject to certain standards such as size and weight limits and certain hazardous materials restrictions, with a money-back guarantee for next-day or second-day delivery in most cases. Priority Mail Express service is closed against postal inspection. Except for Flat Rate Envelopes, Priority Mail Express postage is charged for each addressed piece according to its weight and zone. Available price categories are retail, Commercial Base, and Commercial Plus. Major service features include access to scanned delivery information, USPS Corporate Accounts for postage payment, discounts for specific payment methods and volume thresholds, hold for customer pickup at a postal facility, pickup service at home or office by a postal carrier, waiver of signature option, Priority Mail Express Military Service, and Custom Designed service agreements. Priority Mail Express service is a competitive product.		PC
Priority Express Mail® collection box		A standard collection box that is specially marked for the public deposit of properly prepared and prepaid Priority Mail Express items, including items paid with an USPS Corporate Account.	(See also *collection box*.)	DE
Priority Mail Express™ Hold for Pickup Service		An option for customers to send an Priority Mail Express item to a destination Post Office for retrieval there by the addressee or addressee's agent, generally making the item available earlier in the day than it would be if delivered to the addressee's address.		SH
Priority Mail Express™ holiday premium		An additional charge that customers pay for requested Priority Mail Express delivery on a federal holiday.		PC
Priority Mail Express International®	PMEI	An expedited international service with additional features that is available to over 190 countries, providing delivery to foreign cities in most cases within 3 to 5 days. EMI offers date-certain delivery with a postage-refund guarantee to select destinations. EMI is a competitive product.		IN
Priority Mail Express Manifesting System	PMEM	A system that allows a mailer to send an electronic file to USPS documenting postage and Special Service fees for all pieces in an Priority Mail Express mailing.		MA
Priority Mail Express Military Service	PMEM	An Priority Mail Express domestic service available between the United States and designated APO and FPO addresses that provides Department of Defense and other authorized personnel stationed overseas with an expedited delivery service to or from the United States.		IN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Priority Mail Express™ Open and Distribute	PMEOD	The use of Priority Mail Express service to expedite mail of other classes to destination postal facilities. The mailer prepares the mail according to standards for the enclosed mail class, presents the mail for postal verification, places the mail into specially labeled containers such as sacks or trays, and presents the containers to an acceptance unit by the critical entry time. Postage and any fees are paid for the enclosed mail in addition to the Priority Mail Express postage paid for the weight of the entire contents less the tare weight of the external container.	(See also *open and distribute* and *Priority Mail® Open and Distribute (PMOD)*.)	SH
Priority Mail Express Reshipment		A service in which USPS gathers mail addressed to Post Office Boxes or business street addresses and dispatches it as an Priority Mail Express shipment under a service agreement between USPS and the mailer.	(Compare with *Priority Mail Express™ Open and Distribute (PMEOD)*.) (See also *reship service*.)	SH
Priority Mail Express Sunday premium		An additional charge that customers pay for requested Priority Mail Express delivery on Sunday.		PC
Priority Mail International®	PMI	An international product similar to the domestic Priority Mail product. Prices are based on weight and destination country. The product offers average business delivery from 6 to 10 days. Discounts are available for paying postage online and are also available to commercial customers who qualify for customized contracts. Except for the Flat Rate Envelope, and Small Flat Rate Box, PMI is considered a parcel service. Uninsured PMI parcels offer tracking and limited indemnity. PMI is a competitive product.		GB
Priority Mail® Open and Distribute	PMOD	The use of Priority Mail service to expedite mail of other classes to destination postal facilities. The mailer prepares the mail according to standards for the enclosed mail class or product, presents the mail for postal verification, places the mail into specially labeled containers such as sacks or trays, and presents the containers to an acceptance unit by the critical entry time. Postage and any fees are paid for the enclosed mail in addition to the Priority Mail postage paid for the weight of the entire contents less the tare weight of the external container.	(See also *Priority Mail Express Open and Distribute (EMOD)* and *open and distribute*.)	MA
Priority Mail® Reshipment		A service in which USPS gathers mail addressed to Post Office Boxes or business street addresses and dispatches it as a Priority Mail shipment under a service agreement between USPS and the addressee or business receiving the mail.	(Compare with *Priority Mail® Open and Distribute*.) (See also *reship service*.)	SH

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Private Express Statutes	PES	U.S. laws that give USPS exclusive right, with specific exceptions, to carry letters for compensation. Regulations under these statutes are published in title 39 of the Code of Federal Regulations parts 310 and 320, as amended by final rules published in the Federal Register.	(See also *alternative delivery*.)	GC
probationary period		The initial trial period of employment for career employees. For most bargaining unit employees, the probationary period is the first 90 calendar days. Bargaining unit employees in Information Technology/Accounting Service Center have a 6-month period. Postal police officers do not have a probationary period. During the probationary period, bargaining unit employees may not submit grievances for removal. For nonbargaining employees, the period is the first 6 months of employment.		HR
processing			(See *mail processing*.)	MP
processing and distribution center	P&DC	A central mail facility that distributes and dispatches part or all of both incoming mail and outgoing mail for a designated service area. It also provides instructions on the preparation of collection mail, dispatch schedules, and sorting plan requirements to mailers. The facility is usually a sectional center facility or a general mail facility, but it can also be a dedicated mail processing facility without a station or branch.		MP
processing and distribution facility	PD&F	A sectional center facility or general mail facility, but can also be a dedicated mail processing facility without stations and branches. A PD&F is similar in operation but not scale to a processing and distribution center.		MP
processing category			(See *mail processing category*.)	PC
product		(1) A subdivision of a mail class for market dominant products, usually based on the consideration of a physical characteristic rather than content. Formerly designated as subclass. (2) The official designation for services at a mail class level such as Priority Mail Express service for competitive products, with a distinct cost or market characteristic for which prices are, or may reasonably be, applied. (3) Informally, a reference to any mail class, postal service, price category, or Special Service or Extra Service for which prices are, or may reasonably be, applied.		GC
product marking			(See *class marking*.)	PC
product-specific cost		A cost that represents a portion of the attributable cost of certain mail products.	(See also *volume-variable cost*.)	FI
Productivity Information Management System	PIMS	A data system similar to the Management Operating Data System that collects workload and workhour information at network distribution centers.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Product Tracking System	PTS	The system that receives and stores all tracking scan data, from acceptance to delivery, and is referenced by employees and customers for shipment tracking information.		IM
Professional Specialist Trainee	PST	A developmental program for existing or new employees to gain knowledge, skills, abilities, and experience in positions that are difficult to fill with internal and/or external professionals.		HR
prohibited matter		Any material that is illegal to mail because it can kill or injure an individual or damage other mail. This includes certain poisons and controlled substances and certain flammable or hazardous matter.		GC
prohibitory order		A USPS order requested by the addressee of a pandering advertisement that directs the sender to make no further mailing to that addressee.		IS
Project Phoenix		An internal name for the Multi-Channel Customer Experience Improvement Project. It is an integrated multi-channel effort aimed at individual and small business customers and includes improved access to usps.com, the contact centers, and a new mobile channel.	(See also *Multi-Channel Customer Experience Improvement Project*.)	US
PRSRT		The authorized abbreviation for the price-specific marking that is combined with the required basic marking for mail class or product to indicate eligibility for a presorted price category. The price-specific marking can also be represented with PRESORTED.		PC
PRSRT STD		The authorized Standard Mail class marking abbreviation that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The class marking can also be represented with PRESORTED STANDARD.		PC
PSVC		An abbreviation used on mail container labels that identifies the contents as Package Services.		MP
publication number			(See *International Standard Book Number (ISBN)* and *International Standard Serial Number (ISSN)*.)	PC
publication qualification category		One of five designated types of Periodicals publications that has requirements unique to its category such as circulation and amount of advertising in an issue. The qualification categories are general publications, publications of institutions and societies, publications of state departments of agriculture, requester publications, and foreign publications.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
publications of institutions and societies		A qualification category of Periodicals publications issued by certain types of institutions and societies that meets the basic standards of a Periodicals publication and is eligible for Periodicals mailing privileges if it contains only the publisher's own advertising and not, under any condition, the advertising of other persons or organizations		PC
publications of state departments of agriculture		A qualification category of Periodicals publications issued by a state department of agriculture that meets the basic standards of a Periodicals publication and is eligible for Periodicals mailing privileges if it is published to further only the objectives of the department and contains no advertising.		PC
publication watch		A method of determining the reason for delayed delivery or nondelivery of periodicals, newspapers, and other subscription materials. The addressee completes a form to verify originating and destinating information. The carrier monitors the arrival of the mailpiece, and the information is recorded either manually or in an electronic format.	(See also *Electronic Publication Watch*.)	DE
public service appropriations		Formerly, the annual appropriations by Congress for public service costs incurred in providing nationwide postal service. This subsidy was ended in fiscal year 1983.	(See also *revenue forgone appropriations*.)	GC
pull		(1) To remove (to sweep) sorted mail from distribution cases or bins and stackers on mail processing equipment for transport to the next operation within the facility or for dispatch to another facility. (2) To remove mail from carrier cases to tray or tie out prior to the next delivery step. (3) To remove collection mail from a collection box.		MP
pulldown		The withdrawal of mail from distribution cases in preparation for spreading the mail to carrier cases.		MP
pull racks		(1) To take mailbags from the sorting rack for dispatch. (2) To close and lock all sacks and pouches containing mail on sorting racks, usually at the end of each trip or working tour. Informally, also called skin the rack.		MP
Purchasing Shared Services Center	PSSC	A center reporting to Headquarters that consolidates district-level local buying and related activities, including managing call center support for local buying, eBuy2, and other supply management policies; administering field purchase card program coordinator activities; performing client outreach; and providing demand management services. There is an Eastern PSSC in Windsor, CT, and a Western PSSC in Denver, CO.		SM
qualification category			(See *publication qualification category*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
qualification report		A detailed listing of presort makeup of a mailing by price category and sortation level that is part of the documentation required for certain mail classes and products.	(See also *standardized documentation*.)	MA
Qualified Business Reply Mail®	QBRM	A subset of Business Reply Mail service available for specific automation-compatible letter-size pieces (including card-size pieces) that qualify for an automation postage price and a reduced per piece fee.		PC
qualifying piece		A mailpiece that meets all standards for a certain price or discount.		MA
rack			(See *sorting rack*.)	MP
Railway Post Office™	RPO	(obsolete) A railroad car equipped on a passenger train to sort mail en route in order to expedite the delivery of mail. RPOs were part of the Railway Mail Service, which officially began in 1869 and ended in 1977.		TR
ramp clerk			(See *transfer clerk*.)	MP
rate		USPS price charged for a mail class, product, or product category. The preferred term is price rather than rate.		PC
rate marking			(See *price-specific marking*.)	PC
rate setting			(See *price setting*.)	PC
rate shopping software		An electronic application sold by private vendors that applies logic to determine the optimal method for shipping parcels after comparing prices and delivery standards of multiple carriers.		SH
readable		Capability of text (e.g., a ZIP Code or delivery address on letter-size mail) or a barcode to be read by an optical character reader.		EN
read reject		(1) For equipment using an optical character reader system, a mailpiece for which the ZIP Code or other needed information cannot be determined. (2) For a barcode sorter or other equipment using barcodes for processing, a mailpiece for which the barcode cannot be determined.	(Compare with *mechanical reject*.)	EN
ReadyPost®		USPS-branded line of shipping supplies sold at Post Offices and other postal retail channels.		RP
rebate		An incentive paid to a mailer after a mailpiece or mailing is paid by the mailer and accepted by USPS, generally according to a fixed schedule.		PC
recall mail		Mail that is withdrawn from the mailstream and returned to the sender or designated representative at the sender's request.		MP
receiving box		A locked mail receptacle for the deposit of prepaid letters, flats, and small parcels to be collected by USPS. It is placed at the owner's expense in a public building, hotel, office building, or apartment house under specific requirements.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
receiving mark		A postmark or other marking usually applied as a backstamp by the receiving Post Office rather than the originating Post Office.		MP
receptacle		A container or door slot provided by the customer to accept delivery of mail at or near a residence or business place.	(See also *mailbox*.)	DE
recipient line		A separate address line that identifies the addressee by the name of the person, organization, or company. If the name in the recipient line is a company or organization, the address may contain an attention line placed above the recipient line.	(See also *complete address*.)	AM
recurring appointment		A preapproved drop shipment mailing delivered to a destination facility with a frequency of at least once a week on the same time and day(s). Mailings must be of a comparable product in terms of mail class, size, volume, containerization (e.g., pallets, pallet boxes), and transportation mode.		MP
red		(informal) A Registered Mail piece. The term originated when Registered Mail pieces were dispatched in red-striped pouches.		MP
redirection		Sending a mailpiece to an address other than the delivery address on the mailpiece such as forwarding or returning mail or using a service such as Priority Mail Reshipment.		SH
red run		An assignment to handle Registered Mail pieces.		MP
red-tag		To isolate and identify defective equipment using the red tag PS Form 4707, Out of Order.		MP
reduction in force	RIF	A uniform and systematic way of making organizational changes resulting in the release of an employee from his or her competitive level. A RIF action occurs when an employee is released from his or her competitive level by separation, demotion, or a reassignment requiring displacement. Release from a competitive level must be caused by elimination or significant modification of existing work, creation of new work, reorganization, transfer of function, an individual's exercise of reemployment or restoration rights, or a reclassification of an employee's position based on the erosion of duties that will take effect after a RIF has been formally announced in the employee's competitive area or when a RIF takes effect within 180 days.		HR
reference scheme			(See *scheme*.)	MP
refused mail		Unopened mail that is not accepted by the addressee and is returned to the sender. The addressee must mark "Refused" on the mailpiece.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Regional Rate Box	RRB	An affordable option for Priority Mail Commercial Base and Commercial Plus customers shipping small and dense packages domestically. The USPS-produced boxes come with two types (each offered in top-loaded and side-loaded versions). Prices are based on the box type used and the destination zone. Regional Rate Box A has a 15-pound maximum weight limit, and Regional Rate Box B, a 20-pound limit.		SH
Registered Mail™		A Special Service by which, through a system of receipts, USPS monitors the movement of the mailpiece from the point of acceptance to delivery. The sender receives a receipt at the time of mailing, and a delivery record is kept at the Post Office of address. This service also provides indemnity in case of loss or damage. Registered Mail is the most secure service offered by USPS. Registered Mail is also available as an international service.	(Compare with *Certified Mail™* and *Insured Mail*.)	PC
register of eligibles		A list of applicants for vacancies in an installation. The list is usually arranged by descending test scores.		HR
regular-issue stamp			(See *definitive stamp*.)	ST
regular route		A route for which a regular carrier position is authorized.		DE
regular stamp window		A clerk station in a Post Office that accepts mail, offers a variety of services, and sells postage stamps and postal stationery.		RE
regular work force		The bargaining unit and nonbargaining career work force.	(Compare with *supplemental work force* and *transitional work force*.)	HR
reissue		An official reprinting of an obsolete or previously discontinued stamp that is valid for postage.	(Compare with *reprint*.)	ST
relay		Mail that a city carrier prepares in sacks or flats trays for delivery to relay drop boxes or collection boxes along the line of travel of a route. A relay may weigh up to 35 pounds.		DE
relay drop box			(See *drop box*.)	DE
relay route		In city delivery service, a route for which one city carrier places relays of mail in relay drop boxes or collection boxes for pick up by another city carrier. After completing delivery of carry-out mail, the relay route carrier picks up additional mail from each relay drop box and resumes delivery, continuing this process until serving the entire route.		DE
remittance mail		The segment of First-Class Mail service containing payments typically enclosed in prebarcoded, automation-compatible courtesy reply envelopes that are mailed back to the mailers who initially sent the bills, invoices, and statements.		MS

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Remote Bar Coding System	RBCS	A mail processing system that merges electronic image capture and storage with software programs that can read machine-printed and script mailpiece addresses and determine the appropriate barcode for each address. The RBCS consists of the Input Subsystem, Image Processing Subsystem, and Output Subsystem.		EN
Remote Computer Reader	RCR	An enhancement to the Image Processing Subsystem with the capability to resolve some handwritten or machine-printed images of addresses that the Input Subsystem cannot barcode.		EN
Remote Encoding Center	REC	An off-site operation that uses advanced technology to assign barcodes to mailpieces that cannot be read (e.g., pieces with poorly written addresses) by equipment at a mail processing facility. After the mailpiece image is displayed on a computer terminal, an operator at the center keys in available information such as ZIP Code and delivery address elements to find a database match. If a match is found, a barcode is printed on the mailpiece for automated processing at the mail processing facility.		EN
reply mail		Any type of mail product designed for the recipient to send back to the sender using a preaddressed envelope or preaddressed label. The return piece could be merchandise, a remittance, a questionnaire, or other communication. Some reply mail, such as Business Reply Mail service, is paid for by the sender.		MS
Reply Rides Free Program		A pricing initiative that permits First-Class Mail automation letters weighing more than 1 ounce but no more than 1.2 ounces to qualify for postage payment at the 1-ounce price if the letters include a reply card or envelope. Qualifying pieces must be mailed under the Full Service Intelligent Mail option. Postage credit is for the amount paid for the second ounce for pieces mailed as automation letters during the program period if the mailer's volume meets certain minimum volume thresholds established for that mailer.		MS
Repositionable Note	RPN	A specially designed square attachment with an adhesive strip across the top portion on the reverse side that mailers can apply to the outside of First-Class Mail, Standard Mail, and Periodicals letters and flats. RPNs help advertise a mailer’s product or service, telephone number, or Web site. A per-piece fee is paid for each RPN.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
reprint		(philatelic) (1) Additional printing of a stamp after its initial production. Reprints may or may not differ in certain properties like paper type or tagging (both common differences for reprints of definitive stamps). (2) A stamp produced from the plate used to print the original valid issue. This type of reprint is often physically different in some way from the valid original issue such as colors or paper used and is not valid for postage. Official reprints are sometimes made for presentations or official collections.	(Compare with *reissue*.)	ST
requester publication		A qualification category of Periodicals publications that meets the basic standards of a Periodicals publication and is eligible for Periodicals mailing privileges. The publication must have a legitimate list of persons who have asked in writing for the publication, and 50% or more of the copies must be distributed to persons who have made such requests. Subscription copies of the publication that are paid for or promised to be paid for, including those at or below a nominal price, may be included in the determination of whether the 50% request requirement is met.		PC
reserved Caller Service number		A Caller Service number that a customer holds for future use by paying a fee. Also called reserved call number.		PC
reship service		A service offered to customers who receive mail at one or several Post Office Boxes and need to have that mail collected and shipped to them via Priority Mail Express or Priority Mail service to one or several Post Office Boxes and/or a business street address at another location.	(See also *Priority Mail Express Reshipment* and *Priority Mail® Reshipment*.)	SH
residential collection route		A city route where mail deposited by customers is collected by a carrier from street collection boxes. The carrier can also collect mail from large businesses if the mail does not require verification. The route is usually motorized because of the volume of mail collected and the number of stops made.	(Compare with *business collection route*.)	DE
Residential Delivery Indicator	RDI™	A data product offered to licensees that is primarily used by parcel shippers to determine whether a delivery address is classified as residential or business.		AM
residential route		A city delivery route on which at least 70 percent of the deliveries are to residences. It may serve scattered businesses or stores that make up a small percentage of total possible deliveries.	(Compare with *business route*.)	DE
residual mail		Mailpieces remaining after completion of a presort sequence. Residual mail lacks the volume set by standard to require or permit preparation to a particular destination. Residual mail usually qualifies for the highest presort price or a single-piece price. Also called nonqualifying mail and working mail.		PC
residue		Mail for small Post Offices that have no direct separation space in a case or rack.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
residue case		A case for distributing mail destined for Post Offices that do not have separations on primary or secondary distribution cases.		MP
Resolve Employment Disputes Reach Equitable Solutions Swiftly®	REDRESS®	A voluntary dispute resolution program available to employees that provides an informal and speedy alternative to the traditional Equal Employment Opportunity process.		HR
rest bar		(informal)	(See *adjustable platform stool*.)	MP
Restricted Delivery		A Special Service that enables a mailer to direct delivery of an item only to the addressee or addressee's authorized agent. The addressee must be an individual (or natural person) specified by name. Restricted delivery may be used only when combined with certain Special Services requiring a recipient signature such as Certified Mail, Insured Mail over $200, or Registered Mail. Restricted Delivery is also available as an international service.		PC
restricted matter		Any item on which certain mailing restrictions have been imposed for legal reasons other than risk of harm to persons or property involved in moving the mail and that require specific endorsements and markings. Examples include intoxicating liquors, abortive or contraceptive devices, odd-shaped items in envelopes, motor vehicle master keys, locksmithing devices as well as odor-producing materials, certain liquids and powders, battery-powered devices, and certain tobacco products.	(Compare with *hazardous material*.)	GC
retail clerk			(See *sales and services associate (SSA)*.)	RE
Retail Data Mart	RDM	A repository of retail transaction data and critical business information that is a subset of the Enterprise Data Warehouse. Some of the information provided includes operational planning, fraud detection, strategy development, and sales and market analysis.		RE
Retail Digest		An electronic weekly message sent to employees in retail-related positions that contains updates and upcoming changes in policies and procedures as well as helpful information about retail activities.		RE
retail delivery unit	RDU	A postal facility that includes both retail and delivery operations.	(Compare with *finance unit*.)	RE
retail facility		A postal unit (a Post Office and its subordinate units as well as military Post Offices) that sells postage stamps and provides other postal retail services to customers. The subordinate units are within the service area of a main Post Office and include Post Office stations, Post Office branches, contract postal units, and nonpersonnel units.	(See also *classified unit* and *finance unit*.)	RE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
retail mail		A general term for the types of mail products used by consumers that require no advanced preparation, no sortation, and no barcoding. Another term for single-piece price mail.	(Compare with *business mail*.)	MS
Retail Optimization Access Management	ROAM	A mapping tool that uses geographic information systems (GIS) to display data such as the locations of Post Offices, contract postal units, and Automated Postal Center sites. ROAM also provides information on demographics such as population and income.		RE
retail price		A published price that generally applies to transactions that take place in a Post Office or other retail location. A consumer price rather than a lower commercial price available to mailers.		PC
retail product		Generally nonpostage items such as domestic and international money orders as well as merchandise such as postage-themed items.		RP
retail service option		One of the two service options available for USPS Tracking and Signature Confirmation services in which the mailer affixes USPS-provided barcoded labels and retrieves delivery status via usps.com or by telephone.	(Compare with *electronic service option*.)	PC
Retiree Health Benefits Fund			(See *Postal Service Retiree Health Benefits Fund*.)	HR
retrace		(1) The part of a rural route traversed twice by the rural carrier. (2) To travel past the part of a route already served.	(Compare with *deadhead*.)	DE
return address		A mailpiece element that is usually placed in the upper left corner of the mailpiece or address label to display the sender's address. This address indicates where the sender wants the mail returned if it is undeliverable and where the sender will pay any fee due for that mail.	(See also *undeliverable-as-addressed (UAA)*.)	AM
return bulk mail center	RBMC	(obsolete)	(See *Return Network Distribution Center (RNDC)*.)	PC
return delivery unit	RDU	(1) A postal facility such as a Post Office, station, or branch designated as a pickup location for Parcel Return Service parcels. (2) (capitalized) A price for Parcel Return Service parcels retrieved by the permit holder or agent at a delivery unit.	(See also *return network distribution center (RNDC)*.)	PC
return mail		(1) In mail processing, turnback mail (i.e., mail sent in the opposite direction for proper dispatch). (2) Undeliverable-as-addressed mail and refused mail that is sent back to the sender indicated in the return address.		MP
return network distribution center	RNDC	(1) A network distribution center designated as a pickup location for Parcel Return Service parcels. (2) (capitalized) A price for Parcel Return Service parcels retrieved by the permit holder or agent at a return network distribution center.	(See also *return delivery unit (RDU)*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Return Receipt		A Special Service that provides a sender with evidence of delivery, including a recipient's signature, name, and address. At the time of mailing, the sender may choose to receive the Return Receipt electronically or by hardcopy (the green mailing card PS Form 3811 for domestic service) signed by the recipient of the article and mailed back to the sender. Return Receipt is available for a fee when using Priority Mail Express (hardcopy only at the time of mailing) service, Certified Mail service, Collect on Delivery service, Insured Mail for more than $200, or Registered Mail service. Return Receipt service is also available as an international service.	(See also *Return Receipt for Merchandise*.)	PC
Return Receipt for Merchandise		A Special Service that provides the sender with a mailing receipt at the time of mailing and a return receipt that is mailed back to the sender. A delivery record is kept at the office of address. This service does not include insurance coverage and does not provide for restricted delivery. The service is available for merchandise sent as Priority Mail service, Standard Mail machinable and irregular parcels, Package Services, and Parcel Select service.		PC
Returns@Ease®		A selection of convenient parcel returns services that includes Merchandise Return Service and Parcel Return Service,		SH
Return Service Requested		An Ancillary Service endorsement printed on mail by the sender that directs USPS to return undeliverable-as-addressed mail with the new address or the reason for nondelivery attached. Fees charged can vary by mail class and product.		AM
return-to-sender	RTS	(1) A general designation for undeliverable-as-addressed mail that cannot be forwarded because no active change-of-address order is on file or because the sender has endorsed the mail "Return Service Requested" and an active change-of-address order is on file. (2) An informal designation for mail that cannot be delivered because of an incorrect or nonexistent address. (3) Mail that is refused by the recipient and is returned to the sender.		AM
reusable mailpiece		An envelope, self-mailer, or similar mailpiece designed for two-way mailing. The recipient removes part of the original mailpiece or refolds the piece to cover the delivery address of the recipient and reveal the delivery address of the originator (sender) for return.		MA
revenue assurance		An ongoing policy to prevent the loss of revenue by identifying uncanceled postage stamps, and misclassified mail and collecting postage and fees for unpaid or shortpaid mail	(See also *cancel*.)	MA
revenue forgone appropriations		Congressionally authorized reimbursements to USPS for free postage for free matter for the blind and overseas absentee balloting materials.	(See also *public service appropriations*.)	GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Revenue, Pieces, and Weight	RPW	A postal information system that uses samples of the mailstream to measure statistically its contents in terms of volume, work content, and revenue. RPW reports are published periodically and posted online for the public.		FI
revenues		(philatelic) Stamps issued as proof of payment of certain taxes on documents, tobacco, alcohol, drugs and medicines, playing cards, and hunting licenses that are not valid for postage. Revenues are affixed to official documents and to merchandise. Popular in the 19th century, revenue stamps are no longer common with the rise in computerization and the ability to track tax payments.		ST
revenue stamp		(philatelic)	(See *revenues*.)	ST
revenue unit		The average amount of revenue per fiscal year from postage prices and fees for 1,000 pieces of originating mail and Special Service transactions. The number of revenue units is used to categorize Post Offices by size.	(See also *cost ascertainment group (CAG)*.)	FI
rewrap area		The place in a postal facility where soiled or damaged mail is repaired and endorsed to show that it was damaged during processing.		MP
RIBBS®		An electronic source of postal information generally related to address management products with links to important mailing requirements such as Intelligent Mail service, publications such as the Domestic Mail Manual and Federal Register, price calculators, and business forms, as well as customer organizations such as the Mailers' Technical Advisory Committee.		AM
ride-along price		A flat per-piece price available for Standard Mail material attached to or enclosed with Periodicals mail.		PC
rif		Mail that is easy to riffle.		DE
riffle		(1) Mail prepared so that 10 or more contiguous mailpieces are addressed to the same ZIP Code destination. (2) To check that mail (such as delivery point sequence mail) is in ZIP Code sequence by thumbing quickly through the top of a tray of mail or along the side of a bundle of mail.		DE
risk-based verification	RBV		(See *Performance-Based Verification (PBV)*.)	MA
Robotics Containerization System	RCS	A work cell made up of a robotic manipulator integrated within a protective enclosure with user controls and indicators. The tray loading cell automatically sorts and loads sleeved, strapped, and open mail trays or tubs into mail containers or onto pallets. The system throughput is about 10 transactions per minute, handling one load (letter tray or flat tub) at a time for both incoming and outgoing mail. RCS can also be used to sort airmail by airline.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Robotic Tray Handling System	RTHS	A system that unloads incoming sleeved and strapped trays of letters and flats, or package tubs from rolling containers and pallets, and then places them into sorted containers within the cell for further processing or shipment to the next facility.		EN
roll		Mail prepared using a tube or cylinder for a mailing container. Rolls are considered irregular parcels or outside parcels, depending on the length of the container.		PC
roller-canceler		A canceling device for Periodicals and Standard Mail pieces.	(See also *facer-canceler*.)	MP
roller table		A table with a surface made up of rollers to facilitate manual mail sorting and separation of the mail into a container.		MP
rolling stock		Mail transport equipment on wheels or castors such as a hamper, general purpose mail container, or nutting truck that can be easily moved (i.e., rolled) from one operation to another by an employee.		MP
rotary lock		A special cylindrical brass lock used to secure pouches containing Registered Mail items. The words “Registered U.S. Mail” are engraved on the front of the lock, and the back is engraved with the accountable serial number. A counter in the lock rotates to the next higher number with each key turn.		MP
rotary sorting rack		A mechanical circular rack in a network distribution center. It rotates to a predetermined scheme and positions the correct mailbag or sack near the operator for minimum movement and maximum accuracy. Also called rotary sack rack.	(See also *circular sorting rack* and *sorting rack*.)	MP
round-dater stamp			(See *all-purpose dating stamp*.)	RE
route		(1) A scheduled course to be followed by an employee or carrier (or a contractor) in performing transportation or delivery duties. (2) To designate the time, schedule, mode of transportation (such as air, highway, or rail), and the line of travel to be used in dispatching mail from a postal unit or transportation terminal. (3) To place letters and flats into the separations of a carrier case.		MP
route-sequenced mail			(See *carrier route presort mail*.)	DE
routing code		(1) Generally, the ZIP Code destination in the delivery address on parcel mail. (2) The last 11 digits of the 31-digit Intelligent Mail barcode that contain a 5-digit ZIP Code, a 9-digit ZIP+4 code, or an 11-digit delivery point code.		EN
routing slip			(See *buck slip*.)	HR
run		The scheduled line of travel and operation of a mail transportation vehicle.		TR

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
rural carrier		An employee assigned to case, deliver, and collect mail using a vehicle along a rural route and to provide most services available at a small Post Office. The rural carrier generally furnishes the vehicle and equipment for handling the mail, receiving Equipment Maintenance Allowance.	(Compare with *city carrier*.)	DE
rural carrier associate	RCA	A noncareer bargaining unit employee with an indefinite appointment assigned as a leave replacement on one to three established rural routes during the absence of the regular rural carriers. RCAs or substitute rural carriers also may be temporarily assigned to vacant rural routes pending the selection of regular rural carriers, to routes for which the regular carrier is on extended leave, to auxiliary routes as auxiliary rural carriers, or as auxiliary assistants. The designation RCA applies to all relief rural carriers hired on or after April 11, 1987.	(See also *rural carrier relief*.)	DE
Rural Carrier Cost System	RCCS	The system of tests used to estimate mail characteristics for each category of mail on different routes and at different times of the year. This determines which portion of total delivery costs are attributable to each mail category.	(Compare with *City Carrier Cost System (CCCS)*.)	FI
rural carrier relief	RCR	A noncareer bargaining unit employee with an indefinite appointment assigned as a leave replacement on one to three established rural routes during the absence of the regular rural carriers. The designation rural carrier reliefs applies to relief rural carriers hired between July 21, 1981, and November 12, 1986.	(See also *rural carrier associate* and *substitute rural carrier*.)	DE
rural delivery service		The nationwide network of rural routes operated primarily to deliver and collect mail from roadside mailboxes owned and maintained by residents of communities without convenient postal facilities.	(Formerly called rural free delivery.) (Compare with *city delivery service*.)	DE
Rural Free Delivery	RFD	A service started in 1896 as an experiment in West Virginia to bring mail delivery and pickup to farmers and others living outside urban areas. RFD contributed to the development of Parcel Post, the mail-order business, and a network of rural roads.		DE
rural mailbox		A customer-provided mail receptacle mounted on a post that meets certain specifications for the delivery mail from a vehicle. It is used primarily on rural routes and on city routes with curbside delivery.		DE
Rural Reach®		A structured lead and revenue generation program, similar to Customer Connect for city carriers, that encourages rural carriers to identify new postal opportunities for small and mid-size customers. Rural carriers submit leads, initiate customer discussions about USPS products and services, and share product information material with customers on their routes.	(See also *Business Connect®* and *Customer Connect®*.)	SA
rural route	RR	A delivery route served by a rural carrier.		DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
sack		(1) A container generally used to transport flat-size mail, parcels, and loose pack mail. It is made of sewn fabric (usually nylon, polyester, canvas, or plastic with an opening at one end) and is closed with a draw cord and fastener. (2) In mail processing or dispatch functions, to place mail in a sack.	(Compare with *pouch*.)	MP
sack and parcel sorting machine		An overhead trolley system for hanging or placing on bucket carriers sacks to be transported for processing or dispatching at specific areas within a facility.	(Compare with *sack sorting machine*.)	MP
sack rack			(See *sorting rack*.)	MP
sack routing system		The sorting of parcels into numbered sacks corresponding to route or geographical areas.		MP
sack shakeout		The process of emptying mail and bundles of mail from sacks, either manually or with mechanized equipment.		MP
sack sorting and dispatch system		A large overhead trolley system with suspended trays. The system has data entry stations at central, remote in-house, and platform locations. It has discharge elements for in-house rework of sorted mail, dispatch sequencing, and direct deposit into trucks or rail cars.		MP
sack sorting machine	SSM	A mechanized, operator-controlled machine similar to a parcel sorting machine but of heavier construction. It separates 1,875 sacks per hour by ZIP Code to about 30 run outs.	(Compare with *sack* and *parcel sorting machine*.)	MP
salary schedule		A means of determining employee compensation that uses employment categories and, within most of those categories, progressively higher grades. Major employment categories with separate schedules include clerks, city carriers, executive and administrative, mail handlers, postmasters, and rural carriers.		HR
sales and services associate	SSA	An employee who serves the public at a postal retail location.		RE
same period last year	SPLY	The accounting period (or other period) compared with the same period of the previous year.		FI
Samples Co-op Box		A mail product for distributing free samples of consumer goods such as health, beauty, and snack food items, generally from multiple companies. The special co-branded shipping container used for this product is called Sample Showcase and displays a description that it contains free samples. The container and its contents weigh less than 2 pounds and postage is shared by the companies. Samples Co-op Box is considered a competitive product.		SH
Sample Showcase™		The special co-branded shipping container used for the mail product Samples Co-op Box.		SH
sandwich label		A two-part label with a face stock (top label) that contains the address attached to a liner (bottom label) affixed to the mailpiece. The top label can be removed and reapplied to a return mailpiece or an order form in a catalogue.		MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
saratoga		A deep canvas and leather-trimmed satchel used for mail collection, especially from collection boxes.		DE
Sarbanes-Oxley Act	SOX	Also known as the Public Company Accounting Reform and Investor Protection Act of 2002 (Pub. L. No. 107-204, 116 Stat. 745). The legislation established new or enhanced standards for all U.S. public company boards, management, and public accounting firms. The Act contains sections, ranging from additional Corporate Board responsibilities to criminal penalties and requires the SEC to implement rulings on requirements to comply with the new law. Section 404 applies to USPS and requires the establishment of controls and testing for financial reporting, as well as the reporting of changes in financial conditions or operations.		FI
satchel		A canvas bag, with a large flap and shoulder strap, used by a city carrier to hold mail for delivery on a route. It is not used on a completely motorized route or mounted route. Informally called mailbag.		DE
satchel cart		A small, portable handcart used by city carriers to transport satchels of mail on their routes.		DE
Saturation and High Density Incentive Program		A program that provides postage credits for qualified mail owners of Standard Mail or Nonprofit Standard Mail letters and flats mailed at saturation and high density carrier route prices who can document mail volumes exceeding their individual USPS-recorded threshold levels during the program period.		MS
saturation price		A carrier route price for Standard Mail and Periodicals letters and flats that requires preparing the mail in walk sequence, with mail to 90% or more of the active residential addresses or 75% or more of the total number of active possible delivery addresses per route receiving this mail.		PC
sawtooth platform		A platform for sorting sacks, surrounded by nutting trucks arranged in a sawtooth pattern for easy loading.		MP
Scan Point Management System	SPMS	An application for internal measurement of specific customer service operations such as Post Office Box service. SPMS uses scanning technology to compare actual scans of a completed activity to scheduled scans for that activity.		RE
Scan Where You Band	SWYB	A system that generates a record of payment for the air carriers by producing self-adhesive distribution and routing tags for outgoing mail transported by mail. SWYB also measures service performance of the air carriers transporting the mail. The system consists of a minicomputer, personal computer, hand-held scanner, printer, and scale.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
SCF		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within two or more three-digit ZIP Code prefixes served by the same sectional center facility (SCF). (2) An abbreviation used on mail container labels that identifies the contents as SCF mail (i.e., the ZIP Codes on the mail are served by the SCF).		PC
SCH		An abbreviation used on mail container labels that identifies the contents as scheme mail (e.g., 5D SCH, 3D SCH). The container label abbreviation can also be shown as SCHEME.		MA
scheme		Systematic plan for the distribution of mail to its destination according to ZIP Codes and delivery point codes. Schemes are classified by the types of separations made and/or the source of the mail worked. Outgoing (originating) schemes are used for the first handling of collection and other originating mail. Incoming (destinating) schemes use separations such as Post Offices, carrier routes, box sections, and firms that represent destinations within the service area of the facility	(See also *presort levels*.)	MP
SCHEME		A word used on mail container labels that identifies the contents as scheme mail (e.g., 5D SCHEME, 3D SCHEME). The container label abbreviation can also be shown as SCH.		MP
scheme distribution		A systematic plan to move all mail classes and products from the originating office to the destinating office. It includes facility schemes and city schemes, all based on ZIP Codes and delivery point codes.		MP
scheme knowledge		The human memorization of part of a sort plan based on numeric ranges such as ZIP Codes assigned to Post Offices and processing facilities or street addresses assigned to carrier routes within a ZIP Code, and the demonstrated ability to sort, without any reference aid, the ZIP Codes to the correct Post Office or processing facility or the street addresses to the correct carrier route within the ZIP Code. This knowledge is periodically tested. The programming of scheme sorts for mail processing equipment has eliminated the need for most scheme memorization by distribution clerks.		MP
scheme sort		The distribution of mail to its destination according to a systematic plan determined by the mail processing functional area. Typically, a scheme sort lets mailers combine pieces addressed to two or more 5-digit or 3-digit ZIP Code areas in the same bundle or container rather than a separate bundle or container for each different ZIP Code.		MP
Science-of-Agriculture price		A Periodicals price that is available to an authorized mailer of agriculture publications.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Scrambled Indicia®		A patented process that conceals encoded text or graphics within the visible design of stamps. These hidden images can be viewed only through a special lens.		ST
screenline		A partition that separates the public lobby from the Post Office workroom. Also, the recessed installation of equipment into a wall.		RE
seal		(1) A tin band embossed with numbers that can be used in place of a rotary lock for Registered Mail pouches for designated small Post Offices and contract postal units. (2) The tin band embossed numbered seal placed on truck doors for security that can be removed only by USPS employees. (3) To close an envelope or mailing container such as a carton with tape or other means of closure.		MP
seamless acceptance		The automation of mail verification for mailings from mailers who apply unique Intelligent Mail barcodes on the mailpieces, trays, sacks, pallets, and other containers. The mailers submit electronic data that provides information on the corresponding mailings including advance notification of when and where the mailings are to be entered. Data from mail processing scans of the barcodes on pieces in these mailings is used to verify the electronic documentation submitted by the mailers and to determine mail preparation quality.		MA
Seamless Acceptance and Service Performance	SASP	An application that associates mailer manifest data (e.g., eDoc) with operational data (e.g., scheduled appointments and barcode scans) and reference data (e.g., Customer Registration ID, Mailer ID, facility, delivery points) to support two key business functions: (a) Full-Service Intelligent Mail and (b) service performance measurement. The system infrastructure includes hardware and software that can capture and store large volumes of mailing data and automate business mail acceptance activities as part of its integration with PostalOne! It determines start-the-clock, service standards, stop-the-clock, and service variance, and it provides performance data for internal operations and for external Postal Regulatory Commission reporting.		MA
secondary		A second mail sorting operation that separates mail into finer levels.	(Compare with *primary* and *tertiary*.)	MP
secondary address unit designator		An address element in the delivery address line that indicates an apartment, office, suite, or some other division (e.g., 102 MAIN ST STE 202).		AM
secondary case		A case used for making separations that cannot be included in the primary case, such as second handling pieces.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
secondary parcel sorting machine	SPSM	A large machine with an input station controlled by a computer running a secondary scheme that sorts and discharges parcels from transport trays to secondary positions based on the scheme run. Mail is typically run through this machine after it has been processed first on a primary PSM, although there is sometimes direct induction when containers arrive that are for schemes run on the secondary PSM.		EN
second-class mail		(obsolete)	(See *Periodicals*.)	PC
secret mark		(philatelic) A small alteration or reference point in a stamp design to foil attempts at counterfeiting and to differentiate issues.		ST
section		Pages that are physically separate subdivisions of a Periodicals publication, as identified by the publisher. Each section must show the publication title, and the number of sections in the issue must be stated on the cover of the first section. Sections produced by someone other than the publisher may not be mailed at Periodicals prices if prepared by or for advertisers or provided free or at a nominal charge.	(See also *part*.)	PC
sectional center facility	SCF	A postal facility that serves as the processing and distribution center (P&DC) for Post Offices in a designated geographic area as defined by the first three digits of the ZIP Codes of those offices. Some SCFs serve more than one 3-digit ZIP Code range (3)		MP
sectional center facility price	SCF price	(1) A price category available for certain types of mail presorted to an SCF. (2) A presort level in which all pieces are for delivery within the same SCF.		PC
sector		The sixth and seventh digits of a ZIP+4 code. It is a geographic portion of a ZIP Code area or a rural route, several city blocks or a large building, part of a Post Office Box section, or an official designation.	(See also *segment*.)	AM
sector-segment mail		The sortation of mail using the last four digits of the nine-digit ZIP+4 code.		MP
segment		The eighth and ninth digits of a ZIP+4 code. It is a specific block face, apartment house bank of boxes, a firm, a floor in a large building, or other specific location.	(See also *sector*.)	AM
selects		(informal)	(See *hards*.)	MP
self-adhesive		Type of postage stamp that does not require moisture for the adhesive to perform. Self-adhesive stamps are peeled from a backer or liner and be applied directly to the mailpiece. Most postage stamps currently issued are self-adhesive.		ST
self-mailer			(See *folded self-mailer*.)	PC
self-service postal center	SSPC	An unstaffed postal unit that uses vending machines to provide postage stamps and other retail products and services.		RE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Semi-Automated Scan Where You Band	SASWYB	A system that makes automated air/surface assignments of unit loads, including trays, tubs, sacks, pouches, and packages. The system scans the distribution label, weighs the unit load, and prints a dispatch and routing (D&R) label applied manually by the operator. The system passes the mailpiece to the output stream. SASWYB can print D&R labels, surface labels, and Air Contract Transportation (ACT) tags.		EN
selvage		(1) The nonpostage edge or margin of a pane of postage stamps that shows the plate number(s), notice of copyright, and other markings or inscriptions. (2) The overhang or excess material on the edges of a sealed polywrapped mailpiece.	(Compare with *plate block*.)	ST
semipostal		A nondenominated postage stamp that is sold above the postage value of the prevailing price for a 1-ounce First-Class Mail single-piece price letter stamp. Sale of the stamp helps fund a particular cause authorized by U.S. statute. The funding is provided by the difference between the sales price (as determined by the nine presidentially appointed USPS governors) and the letter price in effect at the time of purchase less reasonable costs to issue and handle the stamps.		ST
separation		A compartment in mail processing equipment used to hold separated mail. Also, a division (or segmentation) of sorted mail, after distribution, according to a scheme (e.g., ZIP Code, city, or house number ranges).	(See also *sort*.)	MP
sequence		To place mail in the order of its delivery. Mailers generally receive certain discounts based on the type of sequencing.	(See also *delivery sequenced mail* and *carrier route presort mail*.)	PC
sequenced mail		Mail sorted and made up by a mailer in the order in which the carrier delivers mail on a route (either in line-of-travel sequence or walk sequence) and for which the mailer receives a specific price that is generally lower than nonsequenced mail.	(See also *carrier route presort mail*.)	PC
sequence loading		The placement of mail into a vehicle or trailer in the reverse order in which it is to be unloaded at its destination. The mail to be unloaded last is placed first in the vehicle or trailer, at the front, and the mail to be unloaded first is placed last, near the door.		TR
Serial Number		A 6- or 9-digit number that uniquely identifies the mailpiece (a unique Mailpiece ID) or mailing (unique Mailing ID) in the 31-digit Intelligent Mail barcode. The Full-Service Intelligent Mail option requires a unique Mailpiece ID.		IM
series		(philatelic) A group of stamps with a common design or theme issued over an extended period of time, including all variations of design and denomination. Definitive stamps are often issued as part of a series.	(Compare with *set*.)	ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
service day		An employee's scheduled work day, which is set on a calendar day (from 12:01 a.m. to 12 midnight).		HR
Service Delivery Calculator	SDC	A Web service that provides service standards to USPS systems as well as the commitment and expected delivery dates. An offline (local) option, called Service Delivery Calculator-Lite, is available for Point of Service One (POS ONE) and Automated Postal Center (APC) terminals to receive service standard responses when the SDC Web service is unreachable.		IT
service inscription		Wording on stamps, such as "First-Class Card" or "Presorted Standard," that indicates the mail handling to be provided.	(See also *precanceled stamp*.)	ST
service performance		In general, the time it takes mail to enter and exit the mailstream measured in the number of days from the point of entry by the mailer to the point of delivery by USPS.		MP
service standards		Stated delivery performance goals for each mail class and product that are usually measured by days for the period of time taken by USPS to handle the mail from end-to-end (that is, from the point of entry into the mailstream to delivery to the final destination). Established service standards also include destination entry standards for mail entered by the mailer at or near a postal destination facility. A separate set of standards is established for noncontiguous states such as Alaska and Hawaii and territories such as American Samoa and Guam.	(See also *modern service standards*.)	MP
Service Type Identifier	STI	Digits 3, 4, and 5 of the 31-digit Intelligent Mail barcode that identifies Special Services requested (OneCode Confirm and/or OneCode ACS) and mail class.		IM
service week		An employee's scheduled work week, which is set on a calendar week (from Saturday at 12:01 a.m. to the following Friday at 12 midnight).		FI
servicewide expense		Any expense controlled at a national level and not charged to individual operating units. Examples include expenses related to retiree health benefits and emergency preparedness programs.		FI
set		(philatelic) A group of stamps with a shared design or theme issued at one time for a common purpose or over a limited period.		ST
se tenant		(philatelic) Two or more postage stamps differing in appearance, value, or surcharge that are designed for continuity of format and printed in the same pane. The stamps can form a single design; otherwise, they can be arranged in pairs, groups of four, or larger configurations. The term is derived from the French words literally meaning "holding one another."		ST
set up		To face mailpieces in the same direction on the worktable to ease sorting into sacks and pouches.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
7:01 rule		The rule that applies to city carriers who have been officially excused from the completion of the 8-hour tour. Although the carrier actually works more than 7 hours but less than 8 hours of a regular scheduled day, for pay purposes, the carrier is credited with 8 hours of work time.		HR
shake out		To empty mail from sacks and pouches.		MP
shape		A physical characteristic of a mailpiece such as letter or flat as defined by its mail processing category.		PC
shape-based piece distribution		The sortation of mailpieces individually according to mail processing category such as letter-size mail, as opposed to the sortation of mailpieces aggregated into bundles or containers such as trays or sacks.		MP
shape-based pricing		A pricing structure that recognizes that each mail processing category (letter, flat, and parcel) has substantially different processing costs that need to be covered. Such pricing deemphasizes the weight of a mailpiece as the principal price determinant in favor of a combination of size, thickness, and weight.	(Compare with *dimensional-weight pricing*.)	PC
shared mail		A number of separate circulars that are combined into a single mailpiece and mailed for several different individuals or organizations.		PC
shared services		The centralization of a support function such as human resources, information technology, or accounting within one or a few dedicated internal units where the function had been previously in many sites or in more than one part of the organization.		HR
Shared Service Center			(See *Human Resources Shared Service Center (HRSSC)*.)	HR
sheet		A complete, unseparated group of postage stamps as printed on a press. The sheet is usually perforated and cut into four or more panes for eventual sale.		ST
shift			(See *tour of duty*.)	HR
Shipment Confirmation Acceptance Notification	SCAN	A PC Postage feature that mailers use to obtain an acceptance scan for every parcel represented by a single barcode on a form. When USPS scans the barcode on the form, every associated parcel receives an acceptance scan for tracking.		PT
Shipper-Paid Forwarding	SPF	An Ancillary Service that enables mailers of Standard Mail, Package Services, and Parcel Select parcels to pay forwarding charges through approved Address Change Service participant code(s).		PC
Shipping Assistant			(See *USPS Shipping Assistant®*.)	SH

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
shipping services		USPS designation of the competitive products as defined in the Mail Classification Schedule under the Postal Accountability and Enhancement Act of 2006.	(Compare with *mailing services*.)	SH
shortage		The dollar amount below the accountable amount shown on PS Form 1412-A, Daily Financial Report, at the conclusion of a retail stamp/cash credit examination.		FI
shortpaid mail		Mail with insufficient postage that is either returned to the mailer for additional postage if identified at the mailing office or delivered to the addressee after the collection of the additional postage due.		FI
shrinkwrap		(1) A plastic covering that is placed around individual pieces of mail, bundles of mail, or packages of stamps and then heat-sealed to enclose the items tightly. It is used to protect mail and to unitize mailpieces into bundles. (2) To cover mail or other items such as documents with such material.	(See also *polywrap*.) (Compare with *stretchwrap*.)	EN
shuttle service		The scheduled transportation of mail between given points.		TR
sidewalk delivery		A mode of city delivery in which the carrier delivers to mailboxes posted at the edge of the sidewalk near the residence.	(Compare with *central point delivery* and *curbside delivery*.)	DE
Signature Confirmation™		A Special Service that provides information about the date and time an article was delivered or, if delivery was attempted but not successful, the date and time of the delivery attempt. A delivery record, including the recipient's signature, is maintained by USPS and is available (via fax or mail) upon request. Signature Confirmation is available only at the time of mailing, and no record is kept at the office of mailing. Two service options are available: (a) an electronic option for mailers who apply identifying barcodes to each piece, submit an electronic file, and retrieve delivery status information electronically; or (b) a retail option for mailers who affix a USPS-provided barcoded label and retrieve delivery status via usps.com or by telephone.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
simplified address		An alternative addressing format used when delivery of identical mail is requested to every customer on a rural route or highway contract route, or to all Post Office Box customers at a Post Office without city carrier service. Instead of listing the addressee's name and address, the mailer may use "Postal Customer." The format may also be used for certain types of mailpieces on a city route and to Post Office Boxes in offices with city delivery service when a complete distribution is made to each active residential delivery or each active delivery on the route or to the box section. Government agencies may also use this format for official mail sent to all stops on city routes and Post Office Boxes at Post Offices with city delivery service. In such cases, these formats may be used: "Postal Customer," "Residential Customer," and "Business Customer," depending on the coverage type requested.	(Compare with *exceptional address* and *occupant address*.)	AM
single line queue		A queuing system to reduce customer waiting time in a postal lobby, using signs with movable stanchions connected by ropes. Customers line up single-file for the next available clerk at a retail window.		RE
Single-Piece First-Class Mail International® Measurement		Service performance for domestic single-piece price First-Class Mail flats from External First-Class Measurement (EXFC) and internally measured single-piece price First-Class Mail parcels are used with results from the International Mail Measurement System (IMMS) to formulate the combined single-piece First-Class Mail International results. Actual transit time is then compared with First-Class Mail service standards to produce national and area level estimates of service that are posted quarterly for the public on usps.com.		CA
Single-Piece First-Class Mail® Measurement	SPFC	Service performance for domestic single-piece price First-Class Mail letters and flats from External First-Class Measurement (EXFC) and internally measured single-piece price First-Class Mail parcels (with Delivery Confirmation service) are used to formulate the combined single-piece First-Class Mail results. Actual transit time is then compared with First-Class Mail service standards to produce national, area, and district level results that are posted quarterly for the public on usps.com.		CA
single-piece price		A postage price available for individual First-Class Mail, Priority Mail, Priority Mail Express, Standard Post, Bound Printed Matter, Media Mail, and Library Mail pieces. It is not available for Standard Mail or Periodicals pieces. This type of price contrasts with prices available for bulk mail and presorted mail that require a minimum number of pieces and must meet other requirements such as sortation to qualify for the lower prices. Single-piece prices are available to the general public and to commercial mailers and require no special sortation.		PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
single point delivery		A residential service that provides delivery to a single address (as compared with multiple addresses) at one delivery stop.	(Compare with *central point delivery*.)	DE
single position letter sorting machine	SPLSM	(obsolete) A letter sorting machine with 96 separations needing only one operator and able to process 3,600 faced pieces per hour. All SPLSMs have been removed from operation.	(See also *multiposition letter sorting machine (MPLSM)*.)	EN
singulator		A component on automated processing equipment that separates overlapping mailpieces into a stream of individual pieces, creating a measured gap between each piece to allow proper optical character reading and sortation.		EN
Singulator Scan Induction Unit	SSIU	Mail processing equipment that automates the entry of barcoded parcels onto the secondary parcel sorting machine (PSM) at network distribution centers. Parcels first enter a singulator area where they are aligned in single file and spaced, and then sent through a dimensioning unit, which measures external dimensions and weight. Next, the parcels pass through an omniscan tunnel where their barcodes are read. Finally, the parcels are inducted onto the PSM.		EN
Six Sigma		A business management strategy implemented widely in many industries and companies, including USPS, that improves the quality of operational and business processes through a highly structured approach. Projects observe a defined sequence of steps, with quantifiable financial outcomes, that reduce costs or increase revenue. Sigma is a Greek letter used to represent a standard deviation from the mean in statistics. The term Six Sigma comes from the idea that there will be little chance of failure in the outcome of a process if the closest process specification limit lies six standard deviations from the process mean. The process has been applied throughout USPS, including delivery, mail processing, and business mail acceptance.	(See also *Lean Six Sigma (LSS)*.)	MP
skew		The misalignment or slant of a character, bar, line of characters, or barcode with respect to the bottom or top edge of the mailpiece.		EN
skid			(See *pallet*.)	MP
skin sack		(informal) A sack or pouch containing a small amount of mail.		MP
skin the rack		(informal)	(See *pull racks*.)	MP
skip		(informal) A mailpiece that has passed through a canceling machine without a cancellation being applied to the postage stamp.		MP
sleeper		(informal) A letter that is lodged in the back of a case instead of lying flat in the pigeonhole or bin.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
sleeve		(1) A paperboard jacket that fits over the four sides (top, bottom, and two parallel sides) of a letter tray to keep the mail inside the tray from falling out. (2) A protective wrapper for a Periodicals publication or similar flat-size mailpiece. (3) To place a sleeve on a tray or a protective wrapper on flat-size mailpiece.		MP
slug		(informal) A mailpiece that is too thick to be distributed into a case. Such a mailpiece must be manually culled in the facing and canceling operation. Also called log or bulkie.		MP
Small Parcel and Bundle Sorter	SPBS	A modular machine that sorts small parcels and packages or bundles of letters and flats to specific bins for either delivery or processing.	(Compare with *Automated Package Processing System (APPS)*.)	EN
small parcel and bundle tray	SPB tray	A four-sided tapered and flexible plastic tray used as a bin on a small parcel and bundle sorter. When filled, it is covered with a flexible plastic lid and banded.		MP
small parcels and rolls	SPRs	(obsolete)	(See *irregular parcels* and *pieces*.)	MP
Smart Mat		A large and flat oblong plastic template with printed inch markings on three sides and curved lines radiating from the lower right corner that is used to measure Priority Mail parcels to determine whether dimensional-weight pricing applies.		RE
smiles, frowns, and upside downs		(informal) The accidental deviations from the uniform alignment of envelopes on a facer-canceler or letter sorting machine. When the back of the envelope faces the machine or operator, it is either a smile (flap makes a V) or a frown (flap is inverted); when the address side faces the machine but is inverted, the envelope is called an upside down.		MP
snorkel collection box		A USPS collection box that is placed at the curbside, fitted with a chute to receive mail deposited by motorists from the driver's side. Also called courtesy box and motorist mailchute.		DE
soft goods		Textiles, clothing, sheets, blankets, pillows and pillowcases, draperies, cloth, and any wearing apparel that may be packaged and mailed in boxes or shipping bags if properly prepared and closed.		MA
Solution for Enterprise Asset Management	SEAM	A centralized Web-based application that supports fulfillment, planning, and service management in order to improve the management of postal inventory and assets.		SM
sort		(1) To separate mail by a scheme or ZIP Code range. (2) To separate and place mail into a carrier case. (3) To distribute mail by piece, bundle, sack, or pouch.	(See also *primary*, *secondary*, and *tertiary*.)	MP
sortation		The distribution or separation of mail in order to route the mail to its final delivery point.	(See also *mail processing*.)	MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
sorting conveyor			(See *conveyor* and *sort*.)	MP
sorting rack		A metal framework with hooks from which sacks or pouches hang while being filled with mail. A sorting rack can hold five to ten sacks.	(See also *circular sorting rack* and *rotary sorting rack*.)	MP
sort plan			(See *scheme*.)	MP
sort scheme		A computer program that provides automated equipment with sorting instructions.		MP
souvenir sheet		(philatelic) A small sheet of one or more stamps, usually with wide margins and a commemorative inscription issued to mark a special event. The stamps may be perforate or imperforate.		ST
SP		The authorized Standard Post product marking abbreviation that is used on the face of a mailpiece to indicate to USPS the service level to be provided and price category claimed. The marking can also be represented with STANDARD POST.		PC
Space Available Mail	SAM	Military parcels paid at Standard Post prices with maximum weight and size limits of 15 pounds and 60 inches in length and girth combined. SAM parcels are first transported domestically by surface and then to overseas destinations by air on a space-available basis.		GB
Spare Parts Planning System	SPPS	A system that optimizes spare parts planning, ordering, and inventory across the entire national distribution network with the Material Distribution Center. It balances spare parts among sites and pools critical spare parts at strategic stocking locations to reduce inventory and mail processing equipment downtime.	(See also *Enhanced Spare Parts Initiative (eSPIN)*.)	SM
Special Delivery		(obsolete) A Special Service that provided preferential handling in dispatch, transportation, and expedited delivery at destination, which included Sunday and holiday delivery at certain large city Post Offices. The service was discontinued in 1997.		PC
special die-hub cancellation			(See *cancellation*.)	MP
Special Handling		A Special Service that provides preferential handling, but not preferential delivery, to the extent practicable in dispatch and transportation. The service does not itself insure the article against loss or damage. Special Handling service is mandatory for material that requires extra care in handling, transportation, and delivery. For example, parcels containing baby poultry not sent by First-Class Mail or Priority Mail service require Special Handling service.	(See also *preferential mail*.)	PC
special-issue stamp		A postage stamp issued for special purposes (e.g., the annual Christmas stamp). It is typically issued at the current First-Class Mail letter price and is often available in greater quantities and over longer periods than commemorative stamps.	(Compare with *commemorative stamp* and *definitive stamp*.)	ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
special postage payment system	SPPS	Any approved alternative method for mailers to calculate and pay postage. SPPS mailers are required to receive authorization for these systems, which include Alternate Mailing System, Centralized Postage Payment, Priority Mail Express Manifesting System, Manifest Mailing System, Optional Procedure, plant-verified drop shipment, Postage Due Weight Average, value added refunds, and Weighted-Average Business Reply Mail.	(See also *postage payment system*.)	MA
special request cancellation			(See *cancellation*.)	ST
Special Service		(1) Formally, any service available for a fee that supplements or enhances mail or mail services that is part of one of the following 10 products classified as market dominant Special Services: Ancillary Services, International Ancillary Services; Address Management Services; Caller Service; Change-of-Address Credit Card Authentication; Confirm; International Reply Coupon; International Business Reply Mail; Postal Money Orders; Post Office Box service; and Customized Postage. (2) Informally, an Ancillary Service within the broader designation of Special Service that requires a fee in addition to postage, such as Certified Mail, Collect on Delivery (COD), USPS Tracking, Insured Mail, and Registered Mail.	(See also *Extra Service*.)	SS
special stamp			(See *special-issue stamp*.)	ST
speedy bag		(obsolete) A clear plastic sack used to identify and hold special delivery mail. The bag was then placed inside regular sacks of dispatched mail. It kept this mail separate from other mail in transit and expedited its delivery.		MP
spike		(informal)	(See *verify*.)	MP
stacker		An open separation (bin) on the sweepside of mechanized or automated mail processing equipment that collects (stacks) letters or flats.		EN
stage		In a processing facility, to place dispatch ready mail in a designated area for the assigned transportation and dispatch. (2) In a business mail entry unit, to place mailings by class and product and verify them in the order submitted by the mailers.		MP
stamp			(See *postage stamp*.)	ST
stamp, all-purpose dating			(See *all-purpose dating stamp*.)	RE
stamp collecting			(See *philately*.)	ST
stamp credit		The monetary value of the postage stamp stock and cash that is consigned to an employee or contractor out of the stamp accountability of the postmaster. At Post Office stations and branches, this value is consigned out of the general station or branch stamp credit.	(See also *accountable paper*.)	RE
Stamp Decoder		(philatelic) A special lens that reveals hidden images on postage stamps.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
stamp distribution center	SDC	A unit reporting to Headquarters that consolidates district-level stamp fulfillment activities. The six SDCs are located in Atlanta, GA; Binghamton, NY; Dulles, VA; Kansas City, MO; Phoenix, AZ; and Portland, OR.	(See also *Stamp Services System (SSS)*.)	ST
stamp distribution office	SDO	(obsolete)	(See *stamp distribution center (SDC)*.)	ST
Stamped Card		A blank mailing card sold by USPS (as distinguished from a privately printed postcard) with a printed or impressed postage stamp. Formerly called postal card.	(Compare with *postcard*.)	ST
Stamped Envelope		An envelope with preprinted and/or embossed postage imprinted and sold by USPS. Personalized Stamped Envelopes (envelopes with preprinted return addresses) can also be ordered through Stamp Fulfillment Services.		ST
stamped paper			(See *accountable paper* and *postal stationery*.)	FI
stamped stationery		Preprinted or embossed blank postal cards and envelopes sold by USPS that bear imprinted postage. Also called postal stationery.		ST
Stamp Fulfillment Services	SFS	A postal unit in Kansas City, MO, that supplies philatelic product orders (stamps and other items). It also handles orders for Personalized Stamped Envelopes and applies first-day-of-issue postmarks and other special cancellations.		ST
stamp, postage			(See *postage stamp*.)	ST
stamp, postmarking			(See *postmarking stamp*.)	MP
Stamps by Mail®	SBM	A service that enables customers in city delivery areas to buy stamps by ordering them through the mail. The order form is incorporated into a brochure that is self-addressed and includes a postage paid envelope.	(See also *Alternate Access Channel*.)	RP
Stamp Services System	SSS	The automated inventory system used by the Stamp Distribution Centers to process stock orders, track inventory, and produce daily financial reports.		ST
Stamps on Consignment	SOC	A contracted service with American Bank Note Company that handles the sales, distribution, and marketing of the program. The contractor distributes stamp booklets, stamp coils, and ATM sheetlets to consignees such as drug stores, grocery stores, and other retailers.	(See also *Alternate Access Channel*.)	RP
Stamps to Go®		The distribution of stamp booklets, stamp coils, and ATM stamp sheetlets to consignees participating in the Stamps on Consignment program.		RP
stamp tagging			(See *tagging*.)	MP
Stamp Yearbook		An annual publication that contains all the commemorative stamps issued during a calendar year and includes a brief description of each stamp subject.		ST

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
stand alone mail preparation	SAMP	A manual mail preparation operation associated with the Flats Sequencing System. It includes individual preparation stations, an automated bundle singulation unit, dolly maker, and flats mail tub induction.		MP
standard container mail		Mail transported in air carrier-owned containers on flights scheduled to depart between 9 p.m. and 6 a.m.		MP
Standard Post	SP	A Package Services product with prices based on weight, shape, and zone that can weigh up to 70 pounds and measure up to 130 inches combined length and girth. Also designated as Single-Piece Standard Post. TheStandard Post product is an economical service primarily for shipping merchandise, books, and other bulky items and is handled via ground transportation. Any Package Services matter may be mailed at Standard Post prices. Standard Post service is a market dominant product.	(Compare with *Parcel Select®*.)	PC
STANDARD POST	SP	The Standard Post product marking that is used on the face of a mailpiece to indicate to USPS the service level to be provided and, when combined with other price-specific markings, to show the product or price category claimed. The marking can also be abbreviated SP.		PC
Standard Post® stamps		(philatelic) Twelve special stamps of varying denominations issued in 1912 for the payment of postage of Parcel Post packages only. They were created to track revenue from the Parcel Post service launched in 1912. Beginning July 1, 1913, these stamps became valid for all postage purposes.		ST
standardized address		An address that is complete, using official USPS abbreviations for elements such as directionals and street suffixes like ST or DR and state names, and validated with the ZIP+4 file and City State file.		AM
standardized documentation		A report that shows a complete breakdown of a mailing, including piece counts by price, that supports the claims on the postage statements accompanying the mailing. The report contains specific data presented in a uniform format.	(See also *qualification report*.)	MA
Standard Mail®		A mail class consisting of eligible matter that is not required to be mailed using First-Class Mail or Periodicals service. Standard Mail matter weighs less than 16 ounces. It comprises six products: (a) letters; (b) flats; (c) parcels and not flat-machinables (NFMs); (d) high density and saturation letters; (e) high density and saturation flats and parcels; and (f) carrier route letters, flats, and parcels. Standard Mail matter includes circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard Mail matter may be sent at presorted prices and at automation prices. Standard Mail service is a market dominant product.		PC
Standard Mail® (A)		(obsolete)	(See *Standard Mail®*.)	PC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Standard Mail® (B)		(obsolete)	(See *Package Services*.)	PC
Standard Mail® Measurement System		A system for commercial letters that uses Intelligent Mail barcode (IMb) technology to measure Standard Mail service performance. USPS-collected data are provided to an independent, external contractor that combines data for parcels (with USPS Tracking service) from internal measurement systems to calculate service performance. National and area level results are posted quarterly for the public on usps.com.		CA
star route		(obsolete) Informal designation for a highway contract route based on the former practice of identifying contract routes with asterisks ("stars") on dispatch schedules.		TR
start-the-clock	STC	The recorded date and time when a mailpiece enters the mailstream, usually captured by scanning a container or mailpiece barcode. Start-the-Clock Day Zero is the date when the clock starts for service performance measurement.	(See also *stop-the-clock*.)	IM
start time		The time that an operation normally begins according to the operating plan when average volumes are expected.		MP
state case		A case for separating mail according to city destination in a single state.		MP
state dispatch list		A roster that shows dispatch of state mail to Post Offices or terminals best equipped, staffed, or located to perform the distribution. Also called massing scheme.		MP
station			(See *Post Office station*.)	DE
stationery			(See *stamped stationery*.)	ST
STD		(1) An abbreviation used on mail container labels that identifies the contents as Standard Mail service. (2) Part of the abbreviated class marking PRSRT STD that identifies a mailpiece as Standard Mail service.	(See also *PRESORTED STANDARD*.)	PC
step increase		An advancement from one step to the next within a specific grade of a position. It depends on performance and tenure. Also called periodic step increase.		HR
stop-the-clock		The recorded date and time when a mailpiece is delivered and USPS completes its commitment as it applies to service performance, which is generally measured as the time between the acceptance scan and the first stop-the-clock scan event on a mailpiece.	(See also *start-the-clock*.)	IM
storage conveyor		A conveyor on which nonpreferential mail can be held for a brief period.		MP
storage vehicle		A vehicle retired from service and awaiting sale.		TR
strap out		To bundle letters and flats with straps or rubber bands, keeping them in delivery sequence.	(See also *tie out*.)	DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
strategic account		A designation for a business or organization that generates large postal revenue and high mail volumes; does national mailings, often from multiple sites; generally has a complex organizational structure; and may use a variety of postal products and services. This type of account is supported by an assigned strategic account manager and a specialist from the Business Service Network.	(Compare with *area strategic account*.)	SA
strategic account manager	SAM	A sales manager who supports the strategic business needs of the top mailers, who are complex and whose business changes can significantly impact postal volume and revenue. The SAM works with the account decision makers to support enterprise initiatives such as facility consolidations, acquisitions or mergers, and collaborative opportunities with USPS.		SA
strategic alliance		Formal cooperative arrangements between USPS and a company or other entity. Such arrangements should be distinguished from a purchase contract in which USPS buys a service or product from a vendor. In an alliance, USPS and the company or entity work collaboratively to achieve a mutual goal, sharing risk and costs as well as revenue and other benefits. USPS strategic alliances exist to produce or sell a product or reduce costs or improve customer service.		GC
Strategic Stocking Location	SSL	An intermediary repository of spare parts positioned between the Central Repair Facility (Topeka, KS) and Indianapolis Repair Facility (Indianapolis, IN), and a local processing plant's stockroom. SSLs remove high-cost, slow moving items from local inventories and place them in the intermediate stocking location to reduce field inventory.		SM
Strategic Transformation Plan		USPS blueprint issued in September 2005 describing its challenges, goals and objectives, as well as plans to meet the challenges and achieve the goals and objectives. The plan has a 5-year horizon and periodic strategic progress reports. The plan was updated in 2007.	(See also *Transformation Plan* and *Vision 2013*.)	SP
street address		A delivery address other than a general delivery address, Post Office Box address, or simplified address.	(See also *delivery address line*.)	AM
street name		Information found in the primary name field of the ZIP+4 file that identifies the street and forms the principal component of the delivery address line. A street name can include qualifiers such as directionals (e.g., North, SE) before or after the street name and suffixes (e.g., ST, AVE). Street names can be words or numbers.		AM
street suffix		An address component that qualifies the street name by type of street such as AVE (avenue), DR (drive), or RD (road). Sometimes a street may have a double suffix such as AVENUE DR.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
street time		The amount of time that a city carrier spends delivering mail on a route after casing mail and performing other administrative duties in the delivery unit.	(Compare with *office time*.)	DE
stretchwrap		(1) A highly elastic plastic film that is wrapped around mail trays or pallets containing bundles or individual mailpieces to unitize the pieces and stabilize the container loads. (2) To cover mail with such material.	(See also *polywrap*.) (Compare with *shrinkwrap*.)	EN
string- or twine-tying machine		A machine, operated by a foot pedal, that mechanically ties bundles of letters or flats.		MP
stringer		(1) (informal) A pouch or sack hung loose on the outside of regular sacks. (2) (informal) A sack with a broken drawstring.		MP
strip		(philatelic) Three or more adjoining stamps that form a vertical or horizontal row.	(Compare with *pair*.)	ST
strip label			(See *label*.)	DE
stuck		(informal) To have more mail than can be completely distributed prior to scheduled dispatch or the carrier's leaving time, as in "go stuck."		MP
subclass		(obsolete) A subdivision of a mail class, usually based on the consideration of a physical characteristic rather than content. Subclasses are now referred to as products in the Mail Classification Schedule.		PC
Submit a Lead	SAL	An employee engagement lead-generation program for employees such as mail handlers not participating in Business Connect, Customer Connect, or Rural Reach programs.		SA
subsequent handling pieces	SHP	First handling pieces that require further distribution into subsequent or downstream operations.		MP
substitute rural carrier		A noncareer bargaining unit employee with an indefinite appointment assigned as a leave replacement on one to three established rural routes during the absence of the regular rural carriers. Substitute rural carriers were hired prior to July 21, 1981.	(See also *rural carrier associate (RCA)*.)	DE
suffix			(See *street suffix*.)	AM
SuiteLink®		An address management product that improves business addressing by adding known secondary numbers (e.g., suite number, apartment number, unit number) to allow delivery sequencing of address records where it would otherwise not be possible for addresses at high-rise commercial and residential buildings.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Sunday premium		Extra compensation for a regular work schedule that includes a period of service, any part of which falls within the period commencing at midnight Saturday and ending at midnight Sunday. The premium is paid to eligible bargaining unit employees according to the applicable bargaining agreement for work and paid training or travel time that occurs during a scheduled tour that includes any part of Sunday. EAS-23 and below nonbargaining employees receive the premium only for time actually worked on Sunday, provided that the time is part of the employee's regular schedule or the time is eligible for FLSA-exempt additional pay.		HR
Supervisory Training System	STS	A national training program that develops and prepares front-line supervisors to handle changing organizational needs.		HR
supplement		One or more pages formed by one or more printed sheets that are not bound into a Periodicals publication. A supplement may be devoted to a single topic and may contain material different from that in the host publication.		PC
supplemental work force		The complement of nonbargaining unit employees that consists of casual employees, temporary employees, leave replacements, and temporary relief carriers.	(Compare with *regular work force* and *transitional work force*.)	HR
Supplier Tracking and Rating System	STARS	A system that tracks and measures supplier performance as it relates to on-time delivery and quality for the suppliers providing inventory replenishment. STARS is used locally at the Material Distribution Center in Topeka, KS.		SM
supply		The mode, method, or route by which a given Post Office or locality receives its mail.		MP
Supply Chain Relationship Management System	SCRMS	A Web-based management tool for supply management employees, internal business partners, and suppliers. SCRMS includes a supplier performance management/scorecard and subcontract reporting.		SM
surcharge		(1) An additional fee, generally as a penalty for not meeting a mailing requirement or certain weight or dimensional standards. (2) An overprint on a stamp that changes its value.		PC
surface airlift mail		A combined mode of transporting international mail and military mail by surface and air.	(See also *International Surface Air Lift® (ISAL®)* and *Space Available Mail (SAM)*.)	GB
Surface Air Support System	SASS	A production payment system that calculates payments and performance of vendors providing logistical air services to USPS.		SM
surface mail		A general term to describe international mail that is transported by any mode other than air (that is, sea, rail, or highway).		GB

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
surface preferential mail		First-Class Mail and Periodicals pieces, as well as Package Services and Parcel Select pieces, that include the Special Service Special Handling.		MP
surface transfer center	STC	A mail consolidation and redistribution facility with the primary function of achieving increased vehicle cubic capacity and utilization. STCs receive mail containerized by product type or by ZIP Code range for cross-dock transfer; with mixed mail volume sorted for dispatch to the appropriate destination.		MP
surface visibility	SV	A concept using barcode technology that allows the tracing of barcoded mail as it passes through automated and manual processes that scan the barcodes and capture the handling in real time by the piece, container, and trailer. Collected data can be used to perform diagnostics and to pinpoint areas for improvement in operations, transportation, and delivery as well as measure service performance by mail class and product.	(See also *Intelligent Mail® (IM)*.)	IM
Sure Money®		A service provided at certain Post Office locations for customers to transfer money electronically to individuals or firms in Mexico and certain other Latin American countries. Funds are transmitted to participating banks or other approved agents in those countries, where payees can claim the funds. Also called DineroSequro service.		RP
surge conveyor		A part of the mail conveying system that holds back surges and meters out an even flow, keeping the mail on the conveyor in sequence.		EN
suspense account		An account containing accounts receivable, monies owed to USPS by others.		FI
sustainability		An enterprise policy applied to all USPS operations to meet the needs of the present without compromising the ability of future generations to meet their needs through prudently using and conserving resources, achieving total solid waste management, and adopting environmentally sound practices such as reconfiguring postal facilities with green roofs, constructing high performance sustainable buildings, and converting its delivery fleet to alternative fuel vehicles.		SU
sweep		To remove sorted mail from distribution cases or bins and stackers on mail processing equipment for transport to the next operation within the facility or for dispatch to another facility.	(See *pull*.)	MP
sweeper		A clerk who removes the mail from the bins or stackers on mechanical and automated mail processing equipment and then places it in equipment for transport to the next operation within the facility or for dispatch to another facility.		MP
sweepside		The side of the machine where sorted mail ends up after being processed by the equipment.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
swing		(1) A short period of time required to cover an absence or a small portion of a route. (2) An employee's off-duty time such as an official break or lunch.		HR
swing carrier		(informal) A carrier technician assigned to a swing route.		DE
swing room		The lounge or break room in a facility that is used when employees are off the clock or on break.		MP
swing route		A designation for configuring five mail delivery routes into a bid assignment in which the mail for those routes is delivered by five carriers and a carrier technician, who replaces one of the regular carriers on a different day of the week or when that carrier is absent. This system allows each of the six employees to have a scheduled day off and still have the five routes covered each day.		DE
swing time		The period that employees spend in non-work-related activities (e.g., lunch or coffee breaks).		HR
systems engineering		The process of selecting and putting into a unified pattern the devices, mechanisms, and equipment necessary for optimum operation and control of a complex mail processing or customer service system.		EN
tabber		A machine that applies paper or plastic tabs to seal the ends of open-ended mailpieces such as booklets or folded self-mailers (pieces that are not in envelopes).		EN
tactical account		A designation for a business or organization that generates significant postal revenue and mail volumes, has service issues that are representative of district level complexity such as mail acceptance and/or mail transport equipment, and generally uses a small range of postal products and services.		SA
tag		(1) A piece of cardboard or plastic that is attached to a pouch, sack, or tray. It is usually in addition to the container label and is printed in various colors and provides information on contents, mail class and sortation type, routing instructions, and specific handling information. (2) To apply to postage stamps phosphor or a similar coating (which may be in lines, bars, letters, overall design area, or entire stamp surface) for use with automated equipment such as a facer-canceler.		MP
tag blaster	TB	A portable unit that detects barcode labels on the top of letter or flats trays, and cancels them by airbrushing a line through the barcode elements as the tray passes underneath the unit. The airbrushing obliterates the barcode data to prevent further reading by automated systems. This machine can be rolled up and positioned next to a conveyor or other tray transport system.	(Also known as *automatic barcode canceler*.)	EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
tagging		A process of coating a postage stamp with an invisible phosphorescent additive that glows when exposed to ultraviolet light. Mail processing equipment recognizes the tagged stamp and then can automatically face the envelope and cancel the stamp.	(See also *facer-canceler* and *luminescent ink*.)	EN
tailboard delivery		The delivery of mail to a vehicle at the platform and subsequent acceptance at that point.		MP
tailgate exchange		The transfer of mail between two postal or contract vehicles at an intersecting highway point rather than a postal facility.	(See also *highway contract route (HCR)*.)	MP
tail of the mail		(informal) Residual mail remaining after the completion of a presort sequence (e.g., 5-digit, 3-digit, then ADC) that lacks sufficient volume to meet presort and container requirements for the sort levels in that sequence.		MP
tap		(informal) To gather mail from a collection box.		DE
tap test		The manual examination of the delivery address that appears through the window of a window envelope mailpiece to determine whether the barcode and other required addressing elements meet minimum visibility standards when the insert shifts inside the envelope after tapping the bottom edge and then the left and right edges of the mailpiece.		MA
technical account		A designation for a business or organization that generates less postal revenue and smaller mail volumes than a strategic account, area strategic account, or tactical account; has minimal or infrequent service issues that can often be handled through usps.com and BSN eService; mainly contacts USPS for information or requests for occasional customer service.		SA
temporary employee	TE	A noncareer, nonbargaining unit employee with a limited term appointment up to but not to exceed 1 year who performs duties assigned to nonbargaining unit positions.		HR
temporary relief carrier	TRC	A noncareer, nonbargaining unit employee with a limited term appointment not to exceed 359 calendar days, who provides service as a rural carrier leave replacement on regular or auxiliary routes or auxiliary assistance on rural routes. TRCs may be reappointed for subsequent terms, not to exceed 359 calendar days with a break in service of at least 6 days. TRCs hired from the annuitant ranks are further limited to 180 work days within 1 calendar year. There are limits to the number of TRCs that may be employed.		HR
10K Report		A comprehensive summary of a company's performance that must be submitted annually to the Securities and Exchange Commission by publicly traded companies. Typically, the 10-K contains much more detail than the annual report. It includes information such as company history, organizational structure, equity, holdings, earnings per share, and subsidiaries. USPS files similar reports with the Postal Regulatory Commission.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
10Q Report		A quarterly filing with the Securities and Exchange Commission by publicly traded companies. It contains interim financial statements and related disclosures and may cover one particular quarter or be cumulative. It presents comparative figures for the same period of the prior year. USPS files similar reports with the Postal Regulatory Commission.		FI
teeth		(philatelic) The points on the edges of perforated postage stamps separated from the pane or sheet.		ST
temporary employee		A noncareer nonbargaining unit employee with a limited term appointment up to but not to exceed 1 year who performs duties that are assigned to nonbargaining unit positions.		HR
temporary relief carrier		A noncareer nonbargaining unit employee with a limited term appointment who provides service as a rural carrier leave replacement on regular or auxiliary routes or provides auxiliary assistance on regular routes.		HR
Temp — Return Service Requested		An Ancillary Service endorsement printed on First-Class Mail or Priority Mail mailpieces by the sender that directs USPS to return undeliverable-as-addressed mail to the sender. If no change-of-address order is on file, the piece is returned with reason for nondelivery attached (no charge). If a permanent change-of-address order is on file, the piece is returned with the new address or reason for nondelivery attached (in either case, no charge). If a temporary change-of-address order is on file, the piece is forwarded to the temporary address, but no separate notice of the temporary address is provided.		AM
terminal		A postal processing facility (at an airport mail center or at a railroad or truck terminal) for the consolidation, distribution, and dispatch of mail.		MP
terminal charge		The amount charged for services, such as loading and unloading, performed by carriers at an airport mail center and railroad or truck terminal.		MP
terminal dues		A payment that the destination postal operator is entitled to collect from the dispatching postal operator for the costs incurred to handle the mail from the dispatching postal operator in the destination country.	(See also *inward land rates* and *transit charges*.)	GB
terminal handling		Any activity to receive, sort, route, and dispatch sacks, pouches, and outsides at an airport mail center and railroad or a truck terminal.		MP
Terminal Handling Services	THS	Providers that are responsible for the hand-off of mail between USPS and air carriers.		MP
tertiary		A third mail sorting operation.	(Compare with *primary* and *secondary*.)	MP
test card			(See *collection test card*.)	DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Texas Repair Facility	TRF	A national center reporting to Headquarters that manages maintenance and repair of self-service equipment. The TRF is located in Grand Prairie, TX.		SM
thematic		(philatelic) A stamp collection that relates to a specific topic and arranged to present a logical story and progression.	(See also *topical*.)	ST
The Postal Store®		Online source for retail postal services and the purchase of stamps, philatelic products, and collectibles as well as free shipping supplies.	(See also *Postal Store®*.)	US
third-class mail		(obsolete)	(See *Standard Mail®*.)	PC
3D		An abbreviation used on mail container labels that identifies the contents as three-digit mail (i.e., the ZIP Codes on the mail are all for the same 3-digit ZIP Code prefix).		MP
three-digit		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the same first three digits of a 5-digit ZIP Code area (i.e., ZIP Code prefix). (2) A price category available for some mail classes or products prepared at a three-digit presort level.		PC
3D SCHEME [or SCH]		An abbreviation used on mail container labels that identifies the contents as three-digit scheme mail.		MP
three-digit scheme		(1) A presort level in which all pieces in the bundle or container are addressed for delivery within the same grouping of two or more three-digit ZIP Code prefix areas. (2) Mail processed as a single scheme rather than individually for each three-digit ZIP Code prefix. The three-digit ZIP Code prefix grouping is determined by specific schemes and varies by type of mail and container. Can also be written as 3-digit scheme.		PC
three-digit ZIP Code prefix		The first three digits of a ZIP Code. Sometimes shortened to ZIP code prefix. Can also be written as 3-digit ZIP Code prefix.		
Thrift Savings Plan	TSP	The designated U.S. Government contribution plan administered by the Federal Retirement Thrift Investment Board for USPS employees.		HR
throughput		The rate at which a machine processes mail, usually designated in pieces per hour.		EN
throwback		Miscased or missorted mail that is identified by a carrier or clerk for rework for accurate distribution.		DE
throwback case		A designated distribution case on the workroom floor in a delivery unit for the accumulation of missorted and undeliverable-as-addressed mailpieces.		DE
throw-off pouch		An emptied pouch whose contents have been sorted into other pouches.		MP
tied on		(philatelic) The condition in which the postmark or cancellation extends across both the postage stamp and the envelope paper.		ST
tie out		To stop sorting letters and flats and to tie or band each separation made.	(See also *strap out*.)	DE

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
TIGER/ZIP+4			(See *Topological Integrated Geographic Encoding and Referencing/ ZIP+4 (TIGER/ ZIP+4)*.)	AM
tilt tray sorter		An automated carrousel component of a parcel sorting machine that typically has about 700 tilt trays, with each tray designed to carry a parcel. Equipped with wheels, the tray assemblies connect to one another to form a chain that moves along a track at about 360 feet per minute, driven by a bullwheel (a large toothed wheel) or by linear induction motors. Software directing the carrousel is programmed to know the content of every tray and the chute at which the tray is tripped to release the parcel.		MP
Time and Attendance Collection System	TACS	The system used by all installation that automates the collection of employee time and attendance information. It combines the functionality of several previously used time and attendance systems into one standard.		FI
timesharing services		Data processing services provided to Post Offices through computer terminals by either an accounting service center or a private company.		IT
top cap		Material that forms a flat, level surface horizontal to the base of a pallet that protects the integrity of the mail under the top cap while supporting a loaded pallet above. A top cap is secured to a pallet of mail with either stretchwrap or at least two crossed straps or bands.		MP
Topeka Material Distribution Center	TMDC		(See *Material Distribution Center (MDC)*.)	SM
topical		(philatelic) A postage stamp collected by subject or theme (such as flowers or athletic events).	(See also *thematic*.)	ST
Topological Integrated Geographic Encoding and Referencing/ZIP+4	TIGER/ZIP+4	An address management product that helps mailers explore new markets by gathering and manipulating data to uncover potential business areas. This file offers demographers and market researchers a method to relate ZIP+4 coded address lists to Census Bureau demographic data.		AM
total factor productivity	TFP	A measure of efficiency that quantifies the changes in the relationship between outputs and the inputs expended in producing those outputs. The main USPS outputs are mail volumes and serving an expanding delivery network.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
total mail visibility	TMV	The ability to track the movement of mail at every point in the mail flow from creation to acceptance, processing, and delivery. TMV relies on the integration of data from electronic documentation submitted by the mailer with data generated from automated and manual scanning of barcodes on the labels of mail containers such as trays and pallets initially holding the mailpieces and on individual pieces themselves.		IM
total operating expense	TOE	A critical indicator of USPS performance that includes all expenses controllable within a particular operating unit (e.g., area, performance cluster, or individual Post Office).		FI
total piece handling	TPH	The total volume of the first handling pieces (FHP) and subsequent handling pieces (SHP) for manual operations. For machine operations, TPH is total pieces fed minus any reworks or rejects.		MP
total pieces fed	TPF	The number of pieces inducted at the front of mechanization or automation equipment. This count includes rejects, reworks, and refeeds. TPF is used in calculating the gross accept rate.		MP
Total Quality Management	TQM		(See *Mail Preparation Total Quality Management (MPTQM)*.)	MA
Total Solid Waste Management		The management of all possible waste streams at facilities or operations and reducing this waste by diverting it to recyclable streams.	(See also *Zero Waste*.)	SU
Touch Tone Order Entry	TTOE	Technology that enables employees to place orders by telephone through National Materials Customer Service.		SM
Tour		One of three scheduled shifts: Tour I (usually from 11 p.m. to 7 a.m.) is the night shift (graveyard shift), Tour II is the daytime shift (usually from 7 a.m. to 3 p.m.), and Tour III is the evening shift (usually from 3 p.m. to 11 p.m.).		MP
tour of duty		An employee's scheduled duty hours during a workday or workweek. Also called shift or, informally, trick.		MP
tow motor		A type of mechanized transport equipment used for material handling in a postal facility and for pulling mail transport equipment such as an all-purpose container.		MP
towveyor			(See *Container Transport System (CTS)*.)	MP
tracer		PS Form 1510, Mail Loss/Rifling Report, that customers fill out to try to locate delayed or undelivered mail.		RE
track and trace		To provide enroute and delivery information that shows the current and past locations of mail as it is scanned at multiple points. This logistical service is available with the Priority Mail Express product.		IM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
tracker		In Intelligent Mail barcode symbology, the bar that covers only one of the three possible regions (from bottom to top): the tracking (middle). It does not cover the descending (bottom) region and ascending (top) region.	(See also *ascender*, *descender*, *full bar*, and *half bar*.)	IM
Tracking and Reduction in Force	TARIF	An automated system that supports related reduction in force (RIF), Voluntary Early Retirement, and organizational changes as required by law.		HR
tracking code		Part of the Intelligent Mail barcode that consists of 20 digits containing the Barcode Identifier, the Service Type Identifier, Mailer Identifier (MID), and Serial Number.		IM
tractor-trailer		A combination vehicle for hauling large volumes of mail. It consists of a tractor (cab and engine) and cargo-carrying trailer. The operator must be licensed and authorized to drive this type of vehicle.		TR
trailer-on-flatcar	TOFC	A mail trailer transported on a special railroad flatcar.	(See also *piggyback*.)	TR
training center			(See *Postal Employee Development Center (PEDC)*.)	HR
tram		A six-wheel platform truck for transporting sacked mail, trayed mail, and outsides (packages and parcels).		MP
transfer		(1) Mail that receives first handling outside the receiving postal facility. The mail is for delivery outside the facility and requires only onward dispatch without opening the container. (2) To move mail from one transportation trip to another before it reaches the final destination because the mail does not receive point-to-point transportation.	(See also *dock transfer*.)	MP
transfer clerk		An employee whose duties include activities such as logging vehicles in or out, breaking or placing seals on trailers, and checking or reporting vehicle status in the Transportation Information Management Evaluation System (TIMES).		MP
transfer Post Office	TPO	A service unit, usually located at a main postal truck or railroad terminal or airport mail center or facility, where the transfer of mail between carriers is complicated, voluminous, and requires supervision.		TR
transfer time		The time necessary to move or transfer mail from one trip to another, either within the same mode of transportation or between modes of transportation (e.g., air to air, or air to highway).		MP
Transformation Plan		A document issued in April 2002 that presented an extensive analysis of changes needed in USPS to meet the evolving technological and commercial trends affecting the collection, transport, and delivery of all postal products.	(See also *Strategic Transformation Plan* and *Vision 2013*.)	SP
transit		Mail received from other Post Offices and handled for redistribution.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
transit charges		A payment to a country for transporting, through its system, mail destined for and belonging to another country.	(See also *inward land rates* and *terminal dues*.)	GB
transitional employee	TE	An hourly rate, noncareer bargaining unit employee hired and used for specific assignments according to the terms of the employee's respective collective bargaining agreement.		HR
transitional work force		The noncareer bargaining unit complement that consists of employees categorized as transitional employees.	(Compare with *regular work force*.)	HR
transit land rate		Portion of principal charge payable to the postal operator whose services forward a postal parcel across the territory of the destination country.	(See also *inward land rate*.)	GB
transit mark		Any postal marking applied to mail by a Post Office in between the origin Post Office and the destination Post Office. It can be on the front or back of the mailpiece cover.		MP
Transportation Cost System	TRACS	A data collection system that provides information to estimate total volume (cubic feet) per mile for different price categories of mail transported by rail and highway, and total weight per mail for different categories of mail transported by air.		TR
Transportation Information Management Evaluation System	TIMES	A Web-based application that enables dock clerks to collect data about the arrival and departure of mail truck transportation and to communicate that information to other processing facilities.		MP
Transportation Management System	TMS	A computer system that organizes, standardizes, and streamlines the administration of transportation operations.		TR
tray		(1) A container used by mailers and in postal facilities to hold letters or flats. It can be constructed of fiberboard or plastic in several sizes and with sleeves or lids. (2) A basic unit of mail quantity for preparing mail to qualify for specific postage prices. (3) To place mail into a tray.		MP
tray cart		A heavy-duty, wheeled container with fixed-steel mesh shelving that holds standard letter trays and flats trays. It is used as a staging unit for trayed mail or as a mail transport unit. Informally called bread tray, pie cart, or pie rack.		MP
Tray Management System	TMS	A transportation and information system that automates the movement of trays of mail within a plant. Each system is custom-engineered for the particular site.		EN
separation		Any operation in which processed trays, sacks, or other containers are separated or grouped for further processing or dispatch.		MP
trick		(informal)	(See *tour of duty*.)	MP
triptych		(philatelic) A se-tenant design in which three adjoining stamps form a single design.		ST
truck		(informal) A very heavy parcel. Informally, also called log.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
truck schedule		The set departure and arrival times for a vehicle at each postal unit, depot, boat dock, terminal, or other point.		TR
truck terminal		A postal facility where mail transported, or to be transported, on highway contract routes is received, sorted, and dispatched.		TR
trust fund account		A liability account for which a future claim for postage or service can be made for the funds on deposit. The customer deposits funds into the account, and USPS withdraws funds at the time payment for postage or fees is required.	(See also *advance deposit account*.)	FI
tub			(See *flats tray*.)	MP
tug			(See *tow motor*.)	MP
turnback mail			(See *return mail*.)	MP
24-Hour Clock		A highly structured means to manage mail flows to achieve optimal service and efficiency while ensuring national consistency in processes. It features a series of indicators and targets, each a key step in the daily flow of mail and handoffs from mail induction, mail processing, to delivery.		MP
twine-tying machine			(See *string- or twine-tying machine*.)	MP
two-pass sortation		Method used in automation (e.g., Delivery Bar Code Sorter and Flats Sequencing System) that sorts mail twice by first scanning the addresses on the first pass then sorting it on the second pass to the sector, segment, or carrier walk-sequence level.		EN
U-cart			(See *utility cart*.)	MP
unaddressed mail		Mail that bears neither a delivery address nor a return address. Certain unaddressed mail, depending on mail class or product or endorsement, is handled through the mail recovery center rather than treated as waste.	(See also *dead mail*, *simplified address*, and *undeliverable mail*.)	AM
unclaimed mail		Mail with or without a Special Service that is not claimed by the addressee, or mail that becomes dead at the last office of address and cannot be delivered or forwarded. Such mail is handled according to the Ancillary Service endorsement for the mail class or product.	(See also *undeliverable-as-addressed (UAA).*)	AM
uncoded		Mail on which the delivery address does not include a ZIP Code. Also called unzipped.		AM
undeliverable-as-addressed	UAA	Mail that cannot be delivered as addressed and must be forwarded to the addressee, returned to the sender, or treated as waste. UAA mail can occur for several reasons such as an incomplete or incorrect address; or the addressee is not at that address because the addressee has moved or is deceased. Mail can also become UAA because of address adjustments such as the renumbering of houses, renaming of streets, or conversion from rural route and box number-style addresses to city-style street addresses.	(Compare with *undeliverable mail*.)	AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
undeliverable mail		Mail that cannot be delivered for various reasons. It includes not only undeliverable-as-addressed mail but also mail without postage; mail with an incomplete, illegible, or incorrect address; unclaimed or refused mail; mail not meeting minimum mailability criteria; mail exceeding maximum dimensions or weights; or mail not conforming to USPS address adjustments and conversions.	(Compare with *undeliverable-as-addressed (UAA)*.)	AM
unhinged		(philatelic) A stamp condition in which the back of the stamp does not have a hinge or hinge marks. An unhinged stamp does not necessarily have the original gum.	(Compare with *hinged*.)	ST
unique three-digit		A presort level in which all pieces in the bundle or container are addressed for delivery to the three-digit ZIP Code prefix identified in a labeling list or file as unique. Can also be written as unique 3-digit.		PC
unique ZIP Code™		A three-digit ZIP Code prefix (e.g., 005, 192, 555), along with all possible five-digit ZIP Codes created from the three-digit prefix (e.g., 00501, 19299, 55555), that is assigned to a company, government agency, or an entity with sufficient mail volume, based on USPS operational benefits and cost-benefit analyses.		AM
union		A recognized exclusive bargaining representative for employees sanctioned by the National Labor Relations Board, representing certain bargaining unit employees for collective bargaining and enforcement of the terms of the applicable collective bargaining agreements. The seven recognized unions are American Postal Workers Union, AFL-CIO (APWU); National Association of Letter Carriers, AFL-CIO (NALC); National Postal Mail Handlers Union (NPMHU); National Postal Professional Nurses (NPPN); National Rural Letter Carriers' Association (NRLCA); Postal Police Officers Association (PPOA); and International Association of Machinists.		HR
unit reserve stock		All postage stamps, postal stationery, nonpostal stamps (i.e., migratory bird hunting and conservation stamps), and philatelic products received by the window unit of a main Post Office, Post Office station, or Post Office branch but not yet consigned to a clerk.		RE
United States Code	U.S.C.	The official restatement of the general and permanent laws of the United States. 39 U.S.C. contains laws relating to USPS.		GC
United States Postal Service®	USPS	The successor to the Post Office Department, created on July 1, 1971, by the Postal Reorganization Act, as an independent establishment of the executive branch.		GC
United States Postal Service Office of Inspector General®		The official designation for the Office of Inspector General.		GC

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Universal Co-Processor	UCP	The processor that improves the accept and encode rate of the standard Delivery Barcode Input/Output Subsystem (DIOSS). This performance improvement results in additional mailpiece image and directory lookup processing. A binary image and the directory lookup results for each mailpiece processed by the DIOSS are forwarded to the UCP for additional processing.		MP
Universal Postal Union	UPU	An international postal organization headquartered in Switzerland that is a specialized agency of the United Nations. Its member countries form a single postal territory for the reciprocal exchange of letter-post items. Its Convention establishes the common rules applicable to the international postal service and the provisions governing letter-post services.		GB
Universal Service Obligation	USO	A requirement broadly outlined in several statutes that encompasses multiple dimensions: geographic scope, range of products, access to services and facilities, delivery frequency, affordable and uniform pricing, service quality, and security of the mail. Although other carriers claim to provide delivery voluntarily on a universal basis, USPS is the only carrier obligated to provide all the various aspects of universal service at affordable prices. To ensure funding of the USO, Congress and the president established the Private Express Statutes (PES) and the mailbox access rule, which together constitute the postal monopoly.		GC
unplanned event		A condition that applies to an issue with letter mail operations processing on automated equipment such as Delivery Bar Code Sorter. The detection and reporting of potentially misgated letters in any bin or pocket of a sorter machine exceeding a threshold of allowable tolerances, typically set to a very low value. It represents a condition in which mail may be in the wrong bin because of physical gating or belt tracking issues of the machine, and is a maintenance-related event.		EN
unscheduled arrival		The arrival of a drop shipment mailing without an appointment or valid confirmation number.		MP
untied dispatch		Loose letter-size mail or flat-size mail packed in a sack, pouch, or letter tray or flats tray for direct dispatch to destinations.		MP
unzipped			(See *uncoded*.)	MP
Upgraded Flats Sorting Machine 1000	UFSM 1000	A flat-sorting machine that can handle pieces beyond the size range of the Automated Flats Sorting Machine (AFSM) 100. The retrofitted UFSM 1000 can also sort nonbarcoded mail and barcoded mail using a high-speed feeder and OCR reader technology. As mail is fed, the OCR or barcode is identified and the pieces are automatically directed to output sort bins. Mail can also be manually fed by operators who identify and enter for each piece the proper keycode that directs the piece to the correct bin.		EN

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
upside down			(See *smiles, frowns, and upside downs*.)	MP
unused		(philatelic) The condition of a stamp that has no cancellation or sign of use but has a hinge mark or missing gum or some other defect that prevents it from being considered a mint stamp.	(See also *mint stamp*.)	ST
urbanization		An addressing element used in Puerto Rican addresses that denotes an area, sector, or development within a geographic area. If used, the urbanization line is placed above the delivery address line.		AM
used		(philatelic) The condition of a stamp or stationery item canceled by USPS and usually without its original gum.	(Compare with *unused*.)	ST
U.S. government mail			(See *official mail*.)	PC
U.S. Postal Service®		The United States Postal Service.		GC
USPS®		An abbreviation for the United States Postal Service.		GC
USPS® Approved Shipper		A private packaging and shipping retailer that provides a variety of shipping service including postal services and competitor services. Through a license agreement under the USPS Approved Shipper Program, the retailer is authorized to display postal signs advertising the availability of postal products and services. The USPS Approved Shipper does not receive compensation from USPS but makes its profits through nonpostal surcharges.	(See also *alternate access channel*.)	RP
USPS Corporate Account	EMCA	A funded or credit card–backed account with a corresponding account number that permits a mailer to pay postage for Priority Mail Express shipments without affixing postage. The mailer receives a monthly itemized statement showing pieces mailed for the month and financial transactions.		FI
usps.com®		USPS external Web site that offers access to information and online services, including ZIP Codes, price calculators, Post Office locations, package tracking, shipping labels, pickup services, and The Postal Store.		US
USPS Mobile™		An application that enables customers to perform key USPS self-help services via their Internet capable mobile device.		US
USPS News Link		A daily e-mail newsletter transmitted to employee work computers that provides current information and updates on business, customers, and employees.		CO
USPS News Talk		An e-mail newsletter that is transmitted to postmasters and supervisors. It includes safety, sales, and service updates, and is intended to help managers augment service talks.		CO

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
USPS Shipping Assistant®		A free desktop computer program that can create a variety of barcoded USPS shipping labels for domestic and international flat-size and parcel mail: It can standardize addresses, compare prices, calculate estimated delivery times, verify deliveries, request free Carrier Pickup service, and create customs forms.		SH
USPS Web Tools®		A suite of application program interfaces (APIs) that enables customers to integrate USPS shipping services into their e-commerce Web sites, call centers, or back-office systems. The APIs provide the capability to print pre-certified domestic, international, Merchandise Return Service, and customs forms labels; track packages; standardize addresses; calculate postage, Extra Services prices, and delivery standards; and schedule Carrier Pickup service.		US
utility carrier		(obsolete) The former designation for a city carrier assigned as the principal carrier for a designated group of not less than five city routes to deliver mail during the absence of the regularly assigned carrier.	(See also *carrier technician*.)	DE
utility cart	U-cart	A wheeled, chrome-plated grocery style cart with a canvas liner used for in-house transport, distribution, processing, and storage of letters, flats, and small parcels.		MP
Utility Management System	UMS	A USPS database that centralizes tracking, payment, and review of utility bills. It also captures monthly energy consumption data for large facilities.		SU
vacant delivery point		A delivery point that was active in the past but is currently not occupied (generally not occupied for 90 days or more) and not receiving mail delivery. It does not include businesses or homes under construction, demolished, or otherwise identified as unlikely to become active.	(See also *no-stat delivery point*.)	AM
valentine		(informal)	(See *collection test card*.)	DE
value added refund	VAR	The postage returned by USPS to an authorized mailer or service provider who prepares metered First-Class Mail or Standard Mail pieces received from customers and adds value to the mail by sorting it to a finer level or moving it to an automation category. The mailer or service provider receives a refund for postage affixed to the mail in excess of the price applicable to the value added category.		MA
value stream mapping		A technique in Lean Six Sigma environments that USPS uses to identify opportunities for improvement, identify waste, and streamline processes in operational and administrative functions.		MP
variable cost		A cost element that varies directly with the amount of product or service produced by an activity or cost. Variable costs go to zero if the activity stops.	(See also *fixed cost*.)	FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
variety		(philatelic) A stamp that deviates in some way from its standard or original form. Varieties can include differences in paper, inks, perforations, die-cuts, watermarks, and differences in format or in printing method.	(See also *error (stamp)* and *freak*.)	ST
vehicle hire contract		An agreement between USPS and an employee for the use of the employee's privately owned vehicle for city delivery.	(See also *drive-out agreement*.)	DE
Vehicle Information Transportation Analysis and Logistics	VITAL	A centralized Web-based application for Postal Vehicle Service (PVS) management. VITAL improves asset management, vehicle and employee scheduling, and production of paperwork required to dispatch a PVS vehicle.		TR
vehicle maintenance facility	VMF	A USPS repair shop and garage that maintains postal vehicles and provides support documents for vehicle cost and accounting reports.		TR
Vehicle Management Accounting System	VMAS	A cost-accounting system that provides information on operating costs per vehicle, per mile, and per hour. VMAS allows more effective management of the inventories and the utilization, maintenance, and repair of vehicles.		FI
Vehicle Operations Information System	VOIS	A centralized Web-based application for fleet management that eliminates separate onsite local area networks, handles data collection and analysis for supply chain management performance, and identifies and tracks warrantable repairs and recoveries.		TR
vehicle time		The length of time per mile and per hour a postal or contract vehicle is used for city delivery. This information is generally recorded in an electronic system such as Automated Vehicle Utilization System.		TR
Vehicle Transportation Analysis Performance System	VTAPS	An application and database server used to manage the needs of NDC vehicle and dock operations. VTAPS allows the user to move trailers effectively and capture and view the tracking and yard activity information so that data is accurate and complete.		TR
Vending Activity Reporting System	VARS	A data collection system that collects information from "communicating" machines and hand-held data collection devices. Information is sent to a host computer for servicing and management purposes.		RE
Ventilation and Filtration System	VFS	A three-stage system that traps light dust and other fine particles to prevent wide-spread dispersion throughout plants, reducing the exposure of personnel and machinery to dust.		MP
verification		The procedural checks of a mailing presented by a mailer to determine proper preparation such as presort and barcoding and postage payment based on the prices claimed. Verification occurs before acceptance of the mail and entry (induction) into the mailstream.		MA
verify		To check either the proper destination of mail with a piece-by-piece examination or the prices claimed on a postage statement with the actual mailing it accompanies. Informally called spike.	(See also *plant-verified drop shipment (PVDS)*.)	MA

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
vertical improved mail	VIM	A delivery service within high-rise office buildings. The carrier provides delivery and collection of mail for the building with a small distribution operation within a mailroom and by using a call window or a centralized mail delivery system.		DE
vertical perforation		The placement of perforations on a roll of coil stamps at the left and right sides of the stamp design. This configuration is more widely used for coil stamps than horizontal perforations.	(See also *coil* and *horizontal perforation*.)	ST
vice president	VP	An officer who is appointed by the postmaster general and directs a functional department or an area office.		HR
vignette		(philatelic) The part of a stamp that displays the main design element such as a portrait. A vignette shades off gradually into the surrounding area.		ST
visibility		Ability to track mail from acceptance to delivery by integrating electronic mailing documentation, Intelligent Mail barcodes on mailpieces and containers, and in-process scanning while mail is in the postal network. Visibility adds value to the mail, improves service performance, and reduces costs.	(See also *Total Mail Visibility (TMV)*.)	IMnewlin
Vision 2013		The 5-year strategic plan, issued in October 2008 covering the 5 years through 2013, that offers a broad perspective of needed change and direction for USPS to remain viable and succeed in the future.	(See also *Strategic Transformation Plan* and *Transformation Plan*.)	SP
Voice of the Employee	VOE	A periodic survey tool that assesses various workplace factors that can affect employee, group, and corporate engagement. Survey results help identify organizational issues and establish improvement strategies. Participation is voluntary.		HR
Volume Arrival Profile	VAP	An aggregation of various data based on the arrival of mail that helps determine staffing and other operational resources. VAP data comes from mail volume, scale transaction logs, conversion statistics by mail class and product, and available personnel and is used for Management Operating Data System (MODS) operations.		MP
volume requirement		A minimum number of pieces required in a mailing as part of the qualification for a price or mail class or product such as Standard Mail service. Some mail classes and products have no minimum volume requirement such as Priority Mail service.	(Compare with *single-piece price*.)	MA
volume-variable cost		The change in unit costs as a result of a change in its volume alone, when the volumes of other mail products or price categories remain constant. That change in unit costs is multiplied by the total volume of the mail product or price category to arrive at the total volume-variable cost.		FI

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Voluntary Early Retirement	VER	An option for eligible employees to retire with a lower age and service requirement when a Voluntary Early Retirement Authority is approved.		HR
Voluntary Early Retirement Authority	VERA	The authorization from the Office of Personal Management to lower temporarily the age and services requirements for retirement in order to increase the number of employees who are eligible to retire. The authority encourages more voluntary separations and helps USPS complete needed organizational change with minimal disruption to the work force.		HR
Voluntary Protection Program	VPP	A program created by U.S. Department of Labor and OSHA to recognize and encourage excellence in occupational safety and health protection. It manages safety and health systematically with specific regulations to reduce work-related injuries and illnesses. USPS participation requires comprehensive management systems and employee involvement in anticipating, recognizing, evaluating, and controlling potential safety and health hazards at the site.		HR
walk sequence		The order in which a carrier delivers mail for a route. This order is required for most carrier route presort mail.	(Compare with *line-of-travel (LOT)*.)	PC
wall directs		(informal) To place directs into Post Office Boxes.	(See also *direct*.)	MP
water-activated gum	WAG	Adhesive that requires moisture to perform on stamps. This is the alternative to self-adhesive.		ST
watermark		(philatelic) A design pressed into stamp paper during its manufacture to produce a semitranslucent pattern.		ST
way pouch		A pouch containing mail for Post Offices along a certain route. It is opened at each office to remove local mail and add mail from that office to other destinations on the route.		MP
Web-based Complement Information System	WebCOINS	A Web interface that displays and stores information about employee complement details down to the office or unit level. The system gives local management a resource for monitoring and tracking employee complement.		HR
Web Box Activity Tracking System	WebBATS	A Web-based application that allows users to access their facility's box-section database, using a standard Web browser, to perform routine and complex Post Office Box tasks such as looking for available boxes and paying rent.		RE
Web Corporate Complement Management	WebCCM	A Web-based system used by field personnel to initiate and manage the reassignment and work force realignment of bargaining unit employees in accordance with national and local agreements.		HR
Web Enterprise Information System	WebEIS	Detailed information on performance measures that support the major corporate business management functions.		IT

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Web Mail Condition Reporting System	WebMCRS	A Web-based repository for information that provides a daily snapshot of conditions at facilities throughout the nation taken at the time of day when mail volume is at its lowest. MCRS also reports on the prior day's processing.		MP
Web Services		Besides Mail.dat, another electronic method to submit mailing documentation for domestic postage statement using eXtensible Markup Language (XML). The Web Services files are platform independent, enabling mailers to convert information from their company's systems or mailing software into information accepted by the PostalOne! system.		IM
Weight Averaging Business Reply Mail	WABRM	A method of counting, rating, and billing incoming nonletter-size Business Reply Mail (BRM) based on principles of mathematical statistics. Statistically valid samples that are drawn from the incoming BRM volume each postal accounting period are used by Post Offices to compute average postage due per pound and average piece count per pound factors. The net bulk weight of mail received is multiplied by these conversion factors to get the estimated volume received and postage and fee amounts.		MA
weight count			(See *piece count*.)	MP
weighted fee		The fee charged to the sender for Standard Mail pieces endorsed "Address Service Requested" or "Forwarding Service Requested" that are returned to the sender as undeliverable. The fee equals the single-piece First-Class Mail price multiplied by a factor of 2.472, rounded to the next whole cent.		PC
Wide Field of View	WFOV	A second generation camera used on letter mail automation that records a large area of the letter for analysis and detection of an applied barcode.		EN
William F. Bolger Center for Leadership Development™		The national executive management and leadership training center for USPS. The facility is a conference center and provides managerial, supervisory, technical, and functional. Located in Potomac, MD, the center is named for Postmaster General Bolger, who served from 1978 to 1984.		HR
window envelope		An envelope with one or two openings (cutouts) on the address side through which a delivery address or barcode printed on the letter or insert placed in the envelope can be read. The openings must be covered with transparent material (such as glassine) for certain types of mail (such as Registered Mail).		MA
wing case		A case extension added to a main letter or flats distribution case or to a main carrier case that protrudes at an angle on either side of the main case.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
wire container		A special purpose container constructed of sturdy wire mesh with a post at each corner for stability. Each container, including the collapsible model, has a metal foot on the bottom for stacking. Some models have wheels. The container is primarily used for small parcels and bundles and for mail transport within a performance cluster.		MP
wiretainer			(See *wire container*.)	MP
withdraw mail		To remove sorted mail from distribution cases, carrier cases, or equipment bins or stackers for the next operation.	(See also *sweep*.)	MP
Within-County price		The Mail Classification Schedule reference to In-Country price.		PC
WKG		An abbreviation used on mail container labels that identifies the contents as mail requiring sorting and distribution ("working") by USPS.		MP
worked		Sorted mail that is ready for dispatch.		MP
work force		The entire complement made up of all career and noncareer bargaining unit and nonbargaining unit employees.	(See also *regular work force*, *supplemental work force*, and *transitional work force*.)	HR
workhour report			(See *National Workhour Report*.)	MP
Workplace Environment Improvement	WEI	A program that reflects management's commitment to improving the postal work environment and bringing focus to "people issues."		HR
working pouch		A pouch of First-Class Mail pieces for distribution at the unit of address.		MP
workroom floor		The part of a postal facility where employees handle, sort, and dispatch mail.		MP
workshare		Specific types of mail preparation or mail processing activities (e.g., presorting, prebarcoding, and transporting) normally performed by USPS that mailers perform.		GC
workshare discount		A postage discount provided to mailers for the presorting, prebarcoding, handling, or transportation of mail. In some cases, the discount is included in the pricing structure such as presorted First-Class Mail and Parcel Select services. In other cases, the discount is separately identifiable from the base price such as destination entry discounts for Standard Mail and Bound Printed Matter services. In general, the discount does not exceed the cost that USPS avoids as a result of the workshare activity.		GC
work up		To complete distribution of mail requiring sorting.		MP

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
written addition		A marking on the outside of a mailpiece or on material inside the mailpiece sent at a price other than a First-Class Mail price that has the character of personal correspondence. Such a marking requires, with certain exceptions, additional postage at the applicable First-Class Mail price.		PC
written matter		Material in a mailpiece that is handwritten and subject to First-Class Mail prices.		PC
WSH		An abbreviation used on mail container labels that identifies the contents as walk-sequence high density.		MP
WSS		An abbreviation used on mail container labels that identifies the contents as walk-sequence saturation.		MP
Z4CHANGE		An address management product that eliminates the need to reprocess an entire address list through Coding Accuracy Support System software by providing a means of maintaining continuous qualification for discounted automation prices. Z4CHANGE provides data that indicates which ZIP+4 codes have been realigned in the past 12 months.		AM
Z4INFO		An add-on utility to the ZIP+4 file to improve the quality of address matching by providing a code describing the acceptable format for the primary and secondary information in a particular ZIP+4 block face.		AM
Zero Waste		A USPS policy that minimizes or eliminates waste in facilities and operations through practices such as recycling in order to conserve energy and minimize ecosystem destruction. USPS goal is to achieve as close to zero waste as possible.	(See also *Total Solid Waste Management*.)	SU
ZIP®		A abbreviate form of ZIP Code.		AM
ZIP Code™		(1) Acronym for Zone Improvement Plan Code. A system of 5-digit codes that geographically identifies individual Post Offices or metropolitan area delivery stations associated with every mailing address. (2) The numeric representation of ZIP Code as opposed to a barcode representation.	(See *Zone Improvement Plan Code (ZIP Code)*.)	AM
ZIP Code™ Lookup		An online application that allows a user to find a ZIP Code for a specific city or address, all ZIP Code numbers in a city, or all cities in a ZIP Code.		US
ZIP Code prefix		The first three digits of a ZIP Code. For clarity, generally called three-digit ZIP Code prefix.		
ZIP Code Sortation of Address Lists		An Address Management Service that sorts addresses to the finest possible ZIP Code level.		

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
ZIP+4®		(1) The nine-digit code, established in 1981, composed of two parts: (a) the initial code: the first five digits (i.e., the ZIP Code) that identify the sectional center facility and delivery area associated with the address, followed by a hyphen; and (b) the four-digit code: the first two additional digits designate the sector (a geographic area) and the last two digits designate the segment (a building, floor, etc.). (2) An Address Management Service that is the base reference that can be used to assign the correct ZIP+4 code associated with a physical address.		AM
ZIP+4® barcode		A nine-digit POSTNET barcode with a single field of 52 bars consisting of a frame bar, a series of 45 bars that represent the correct ZIP+4 code for the address on the piece, 5 bars that represent the correction digit, and a final frame bar. The term is not used for an Intelligent Mail barcode containing the ZIP+4 information.		AM
ZIP+4® code		(1) An enhancement to the 5-digit ZIP Code that uses an additional four digits to represent the sector (a geographic area or neighborhood) and segment (a smaller unit such as a building, floor, street block) for an address within a 5-digit zone. (2) The numeric representation of ZIP+4 as opposed to a barcode representation.	(See also *ZIP+4*.)	AM
ZIP+4® National File Directory		Electronic address records that contain the ZIP+4 codes for all delivery points.		AM
ZIP+4® product		An address management software product that enables adding ZIP+4 codes to electronic address files. This product contains about 44 million records and is available in its entirety or by selected states.		AM
ZIPMove™		An address management product that assists address-matching software in providing up-to-date, accurate ZIP+4 codes that correspond to ZIP Code realignments and changes in city names or USPS finance numbers.	(Compare with *Z4Change*.)	AM
ZIP™/Tag Mismatch		A reject situation on Delivery Bar Code Sorter letter mail processing systems in which the interpretation of the front-side barcode of a mailpiece disagrees with the ZIP Code returned by the ID-Code Sort result query to the Primary Identification Code Server (PICS) system, when available. The mismatch tends to indicate either poor barcode quality that leads to misreading and misrouting or miscoding of the mail because of a double-feed in a preceding coding operation.		EN
zone		A number that expresses the distance that a zone-priced mailpiece must travel from point of entry to point of delivery. It is based on the air mileage along a great circle line between three-digit ZIP Code prefix areas of dispatch and receipt. This mileage range is converted to a zone number. For zone-priced mail, USPS uses eight numbered postal zones and one local zone for computing postage on mail.		AM

Term	Abbreviation/ Acronym	Definition	Cross-Reference	Function
Zone Analysis Program	ZAP	An electronic application that verifies the correct zone assignment of mailed Periodicals, by using USPS Zone Chart Matrix, including the option of identification as In-County or Outside County. ZAP can also identify which software produces hardcopy documentation (a USPS qualification report and postage statement) for the mailing. Complete zone analysis verification is done at least once a year for each publication. ZAP provides a common platform to measure the quality of the zone assignments, ensuring the accuracy of postage prices claimed.		MA
zone chart		A table that identifies the appropriate distance code (i.e., zone) assigned to each originating and destination pairing for every ZIP Code area in the nation. These distance codes, referred to as zones, are designated as a local zone and zones 1 through 8. Zone charts create a matrix of originating and destination ZIP Codes that identify the correct zone for the distance.		AM
Zone Improvement Plan Code	ZIP Code™	Established in 1963, it is a 5-digit code that generally identifies the individual Post Office or metropolitan area delivery station associated with an address. The first three digits identify the delivery area of a sectional center facility or a major-city Post Office serving the delivery address area. The next two digits (the fourth and fifth digits) identify the delivery area of an associate Post Office, Post Office branch, or Post Office station. All Post Offices are assigned at least one unique 5-digit code. ZIP+4 is an enhanced code consisting of the 5-digit ZIP Code and four additional digits that identify a specific range of delivery addresses.		AM
zoned price		A price structure for certain Priority Mail Express, Priority Mail, Periodicals (except for the nonadvertising portion), Package Services (Standard Post and Bound Printed Matter services), and Parcel Select products that is based on weight and distance traveled (or zones crossed).		PC
zone realignment		The process of moving territory from one or more ZIP Codes to an existing ZIP Code or a new ZIP Code. ZIP Code realignment generally occurs because of population growth and the expansion of delivery addresses and no new ZIP+4 codes can be assigned or reassigned.		AM
zone split		A zone realignment in which some territory is taken from an existing ZIP Code and moved into another existing ZIP Code or into a new ZIP Code.		AM

List of Acronyms/Abbreviations

Acronym / Abbreviation	Term
AADC	automated area distribution center
AADC price	automated area distribution center price
AASC	Asset Accountability Service Center
ABMPS	Automated Business Mail Processing System
AC	actual count
ACD	Annual Compliance Determination
ACE	Advanced Computing Environment
ACR	Annual Compliance Report
ACS™	Address Change Service
ACT	automation-compatible tray
ACT tag	air contract transportation tag
ADAPT	Automatic Density Analysis Profile Technique
ADC	area distribution center
ADC price	area distribution center price
ADM	Accounting Data Mart
AEC	Address Element Correction
AEC II®	Address Element Correction II
AES	Address Enhancement Services; Automated Enrollment System
AFCS	Advanced Facer Canceler System
AFCS/OCR	Advanced Facer Canceler System with Optical Character Reader
AFCS 200	Advanced Facer Canceler System 200
AFSM AI	Automated Flats Sorting Machine Auto Induction
AFSM 100	Automated Flats Sorting Machine 100
AFTL	Automatic Flats Tray Lidder
AFTU	Automatic Flats Tray Unlidder
AFV	alternative fuel vehicle
AI	Automatic Induction
AIC	account identifier code
AIS product	Address Information System product
ALP	Advanced Leadership Program
AM	address management
AMC	airport mail center
AMF	airport mail facility
AMI	Asset Management Integration
AMP	Area Mail Processing

Acronym / Abbreviation	Term
AMS	Address Management Services; Address Management System; Alternate Mailing System
AMS API	Address Matching System Application Programming Interface
AMSOP	AM Standard Operating Procedures
AO	associate Post Office™
AP	accounting period
APBS	Automated Parcel and Bundle Sorter
APC	all-purpose container; Automated Postal Center®
API	application program interface
APO	Army Post Office™
APPS	Automated Package Processing System
APS	Adjustment Processing System
APWU	American Postal Workers Union, AFL-CIO
AQRT	Address Quality Reporting Tool
ARM	accelerated reply mail
ASC	accounting service center
ASC exclusion period	Adjusted Service Commitment exclusion period
ASF	administrative support facility; auxiliary service facility
ASM	*Administrative Support Manual*
ASRMS	Annual Staffing and Resource Management Simulator
ATHS	Automatic Tray Handling System
ATM sheetlet	automatic teller machine sheetlet
ATS	Automatic Tray Sleever
ATU	Automatic Tray Unsleever
Aux	auxiliary assistance
AVUS	Automated Vehicle Utilization System
AWPS	Automated Workload Planning System
AWS	Alternate Work Schedule
BA	budget authorization
BAM	business alliance manager
BBM	bulk business mail
BC	barcode
BCR	barcode reader
BCS	barcode sorter
BDS	Biohazard Detection System
BI	Barcode Identifier
BMA	business mail acceptance
BMC	bulk mail center
BMC-OTR	bulk mail center over-the-road container
BMC Presort price	Bulk Mail Center Presort price
BMEU	business mail entry unit
BOG	Board of Governors
BPI	Breakthrough Productivity Initiative
BPM	Bound Printed Matter

Acronym / Abbreviation	Term
BPRS	Bulk Parcel Return Service
BRM	Business Reply Mail®
BSN	Business Service Network
CAG	cost ascertainment group
CAKT	computer-assisted keyboard training
CAPS	Centralized Account Processing System
CARS	Contract Access Retail System
CAS	Case Analysis System; Competitive Ancillary Service
CASS™	Coding Accuracy Support System
CAST	computer-assisted scheme training
CAT	critical acceptance time
CBCIS	Corporate Business Customer Information System
CBP	Commercial Base™ price
CBU	cluster box unit
CCAR	California Climate Action Registry
CCC	Corporate Customer Contact
CCCS	City Carrier Cost System
CCM	Corporate Complement Management
CDB	Corporate Data Base
CDM	Customer Data Mart
CDP	convenience deposit point
CDPOM	City Delivery Pivoting Opportunity Model
CDS	Computerized Delivery Sequence; Contract Delivery Service
CDV	City Delivery Variance
CEM	Customer Experience Measurement
CET	critical entry time
CFPS	Change-of-Address Forms Processing System
CFR	Code of Federal Regulations
CFS	Computerized Forwarding System
CID	Customer ID
CIN	content identifier number
CIOSS	Combined Input/Output Subsystem (CIOSS)
CIS	Corporate Information System
CLDS	Customer Label Distribution System
CLSC	color letter scan camera
CMA	commercial mailing agent
CMC	Category Management Center
CMM®	Customized MarketMail®
CMRA	commercial mail receiving agency
CMRS	Computerized Meter Resetting System
CMT	Category Management Team
CNL	Customer Notification Letter
CNS	Click-N-Ship®

Acronym / Abbreviation	Term
COA	change of address
COD	Collect on Delivery
CODES	Computerized On-Site Data Entry System
CON-CON	concentration and convoy
COR	Carrier Optimal Routing; contracting officer representative
CPC	Critical Parts Center
CPMS	Collection Point Management System
CPO	community Post Office
CPP	Centralized Postage Payment; Commercial Plus™ price
CPU	contract postal unit
CR	carrier route
CRA	Cost and Revenue Analysis
CRF	Central Repair Facility
CRID	Customer Registration ID
CRIS	Carrier Route Information System
CRM	courtesy reply mail
CSA	customer/supplier agreement
CSAC	Citizens' Stamp Advisory Committee
CSBCS	Carrier Sequence Barcode Sorter
CSM	Customer Satisfaction Measurement
CSP	Corporate Succession Planning
CSR	Change Service Requested; customer support ruling
CSRS	Civil Service Retirement System
CSSC	Customized Shipping Services Contract
CSSOM	Customer Service Staffing Opportunity Model
CSV	Customer Service Variance
CT	clearance time
CTAPS	City Time and Attendance Processing System
C2C	Cradle to Cradle certification
CTS	Container Transport System
DAC	designation/activity code
DADC	destination area distribution center
DADC price	destination area distribution center price
DAL	detached address label
D&P	drop-and-pick
DAR	decision analysis report
D&R label	dispatch and routing label
D&R tag	distribution and routing tag
DAS	Density Analysis System
DBCS	delivery bar code sorter
DBCS/OSS	Delivery Bar Code Sorter/Output Subsystem
DBMC	destination bulk mail center
DBU	detached box unit
DC (or DelCon)	Delivery Confirmation™

Acronym / Abbreviation	Term
DCO	data conversion operator
DCT	data collection technician
DD	doubles detector
DDE/DR	Distributed Data Entry and Distributed Reporting
DDU	destination delivery unit
DDU discount	destination delivery unit discount
DDU price	destination delivery unit price
DIOSS	DBCS Input/Output Subsystem; Delivery Bar Code Sorter Input/Output Subsystem
DMCS	Domestic Mail Classification Schedule
DMM®	*Domestic Mail Manual*
DMU	detached mail unit
DNDC	destination network distribution center
DNDC discount	destination network distribution center discount
DNDC price	destination network distribution center price
DNO	distribution networks office
DO	designated operator
DOIS	Delivery Operations Information System
DP	delivery point
DPBC	delivery point barcode
DPC	delivery point code
DPF	Delivery Point File
DPMG	deputy postmaster general
DPO	designated Post Office™; Diplomatic Post Office
DPRCS	Dual Pass Rough Cull System
DPS	delivery point sequence
DPV®	Delivery Point Validation
DSCF	destination sectional center facility
DSCF discount	destination sectional center facility discount
DSCF price	destination sectional center facility price
DSF	Delivery Sequence File
DSMART	Delivery Sortation Management Automation Research Tool
DSMS	Drop Shipment Management System
DSU	decision storage unit
D-0	Day Zero
EAA	Enhanced Airline Assignment
EAP	Employee Assistance Program
EAS	Electronic Address Sequencing; executive and administrative schedule
ECB	Engineering Change Board
ECR	Enhanced Carrier Route
eDACS	eDiagnostic Analysis and Control System
EDDM	Every Door Direct Mail™
EDL	Enhanced Distribution Label
eDoc	electronic documentation
EDW	Enterprise Data Warehouse

Acronym / Abbreviation	Term
EEMS	Enterprise Energy Management System
EEO	Equal Employment Opportunity
EHS	Employee Health and Safety
EIC	Excess Item Catalog
EID	Employee Identification Number
eIDP	Electronic Individual Development Plan
ELD	EAS Leadership Development
ELM	*Employee and Labor Relations Manual*
eLOT®	eLine-Of-Travel; Enhanced Line of Travel
ELT	Executive Leadership Team
EMA	Equipment Maintenance Allowance
eMAP	eMedical Assessment Program
eMDIMS	Electronic Material Distribution and Inventory Management System
eMIR	Electronic Mail Improvement Reporting
EMM	extended managed mail tray
eMOVES	Electronic Money Order Voucher Entry System
EMR	Electronic Merchandise Return
EMRS	Electronic Marketing Reporting System
eOPF	Electronic Official Personnel Folder
ePACS	Enterprise Physical Access Control System
EPAH	Employee Personnel Action History
EPM	Expedited Preferential Mail
EPM®	Electronic Postmark
EPO	entry Post Office
ePSSR	Enhanced Postal Service Sales Report
ePUBWATCH	Electronic Publication Watch
ERMC	eastern region mail container
eRMS	Enterprise Resource Management System
ERRP	Ergonomic Risk Reduction Process
eSPIN	Enhanced Spare Parts Initiative
ESS	Employee Self Service
ETOE	Extra Territorial Office of Exchange
eUARS	Electronic Uncoded Address Resolution Service
eVS®	Electronic Verification System
EXFC	External First-Class Measurement
FAST®	Facility Access and Shipment Tracking
FCM	First-Class Mail®
FDB	Facilities Data Base
FDC	first day cover
FEDSTRIP	Federal Standard Requisitioning and Issue Procedures
FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FERS	Federal Employees Retirement System

Acronym / Abbreviation	Term
FHP	first handling pieces
FICS	Flats Identification Code Sort
FIM	facing identification mark
FNCM	Finance Number Control Master
FPO	Fleet Post Office™
FPR	Financial Performance Report
FR	*Federal Register*
FRE	Flat Rate Envelope
FRES	Flat Remote Encoding System
FRIP	Flats Recognition Improvement Program
FSA	Flexible Spending Account
FSB	Field Sales Branch
FSM	flat-sorting machine; flats sorting machine.
FSO	facilities service office
FSS	Flats Sequencing System
FY	fiscal year
GAB	General Accounting Branch
GAR	gross accept rate
GATS	Grievance Arbitration Tracking System
GCW	gross combined weight
GEPS	Global Expedited Package Service
GFY	Government Fiscal Year
GMS	general mail system
GMT	Growth Management Tool
GPC	general purpose container
GPMC	general purpose mail container
GPO	general Post Office™
GPRA	Government Performance and Results Act
GSS	Global Shipping Software
GXG®	Global Express Guaranteed®
HASP	Hub and Spoke Program
HCES	Human Capital Enterprise System
HCR	highway contract route
HDS	Household Diary Study
HEAT	Helpdesk Expert Automation Tools
HPO	Highway Post Office
HRSSC	Human Resources Shared Service Center
HSUS	High Speed Universal Sorter
HWAI	Handwritten Analysis Interpretation
IBI	Information-Based Indicia
IBRM	International Business Reply Mail®
IBRS	International Business Reply Service
IBSSC	Integrated Business Systems Solutions Center
ICOA	Internet Change of Address

Acronym / Abbreviation	Term
ICPAS	Injury Compensation Performance Analysis System
ICS	Identification Code Sorting
IDE	Inbound Direct Entry
IDP	Individual Development Plan
IDR	Integrated Dispatch and Receipt
IDS	Integrated Data System
IFP	Integrated Financial Plan
IJC	ink jet canceler
ILS	In-Line Scale
IM	Intelligent Mail®
IMACS	Intelligent Mail® Asset Control System
IMb™	Intelligent Mail® barcode
IMcb	Intelligent Mail® container barcode
IMD	Intelligent Mail® Device
IMDAS	Intelligent Mail® Data Acquisition System
IMDHelp	Intelligent Mail® Device Help
IMM®	*International Mail Manual*
IMpb	Intelligent Mail® package barcode
IMPC	incoming mail processing center
IMtb	Intelligent Mail® tray barcode
IMtl	Intelligent Mail® tray label
IOCS	In-Office Cost System
IOP	Integrated Operating Plan
IP	incoming primary
IPA®	International Priority Airmail™
IPC	International Post Corporation
IPP	irregular parcels and pieces
IPSS	Image Processing Subsystem
IRC	International Reply Coupon
IRS	Inventory Replenishment System
IRT	integrated retail terminal
IS	incoming secondary
ISAL®	International Surface Air Lift®
ISBN	International Standard Book Number
ISC	information service center; international service center
ISS	Input Subsystem
ISSN	International Standard Serial Number
ITSC	Information Technology Service Center
JARAP	Joint Alternate Route Adjustment Process
JBM	Job Bid Management
JOE	justification of expenditure
LA	LA lock

Acronym / Abbreviation	Term
LACS[LINK®]	Locatable Address Conversion Systems Linkage
L&DC	logistics and distribution center
LAMM	late arriving managed mail
LB	*LiteBlue*®
LCREM	Low-Cost Reject Encoding Machine
LCTS	Low Cost Tray Sorter
LCUS	Low Cost Universal Sorter
LDC	labor distribution code
LDD	Learning Development and Diversity
League	National League of Postmasters of the United States
LID	luminescent indicia detector
LIM	Local Intelligent Mail®
LIPS	linear integrated parcel sorter
LLV	Long Life Vehicle
LMLM	Letter Mail Labeling Machine
LMS	Learning Management System
LOT sequence	line-of-travel sequence
LPC	Label Printing Center
LRIP	Letter Recognition Improvement Program
LRRIS	Labor Relations Research Information System
LSS	Lean Six Sigma
LTATS	Loan, Transfer, and Training System
LUR	Labor Utilization Report
MAC™	Manifest Analysis Certification
MASS™	Multiline Accuracy Support System
MCRS	Mail Condition Reporting System
MCS	Mail Classification Schedule
MDA	mailpiece design analyst
MDC	Material Distribution Center
MDIMS	Material Distribution and Inventory Management System
MEPPS	Multiple Entry Point Payment System
MERLIN®	Mail Evaluation Readability Lookup Instrument
MHTS	Mail History Tracking System
MI	management instruction
MID	Mailer Identifier
MLOCR	multiline optical character reader
MMP	Managed Mail Program
MM tray	managed mail tray
MMS	Manifest Mailing System
MODS	Management Operating Data System
MOM	military ordinary mail
MOS	manager, operations support
MPBCS	Mail Processing Bar Code Sorter

Acronym / Abbreviation	Term
MPE	mail processing equipment
MPFSM	multiposition flat sorting machine
MPI	Mail Processing Infrastructure
MPLSM	multiposition letter sorting machine
MPO	main Post Office™; military Post Office™
MPOO	manager, Post Office™ operations
MPSA	Military Postal Service Agency
MPSOM	Mail Processing Staffing Opportunity Model
MPTQM	Mail Preparation Total Quality Management
MPV	Mail Processing Variance
MPWCS	Mail Processing Work Credit System
MQC	Mailpiece Quality Control
MRC	mail recovery center
MRM	metered reply mail
MRS	Merchandise Return Service
MTAC	Mailers' Technical Advisory Committee
MTE	mail transport equipment
MTESC	mail transport equipment service center
MTSC	Maintenance Technical Support Center
MTTR	mean time to repair
MVL	Move Validation Letter
MVO	motor vehicle operator
MVRF	mobile vehicle repair facility
MyPO	MyPostOffice
NALC	National Association of Letter Carriers, AFL-CIO
NAPS	National Association of Postal Supervisors
NAPUS	National Association of Postmasters of the United States
NASS	National Air and Surface System
NCD	noncity delivery office
NCED	National Center for Employee Development
NCOA™	National Change of Address
NCOA$^{Link®}$	National Change of Address Linkage
NCR	national customer ruling
NCSC	National Customer Support Center
NCSR	national customer support ruling
NDC	network distribution center
NDCBU	neighborhood delivery and collection box unit
NDC-OTR	network distribution center over-the-road container
NDC Presort price	Network Distribution Center Presort price
NDI	National Deliverability Index
NDSS	National Directory Support System
NFM	Not Flat-Machinable
NH	never hinged
NICE	New Improvements in Customer Experience

Acronym / Abbreviation	Term
NIM	National Intelligent Mail®
NISSC	National Information System Support Center
NMATS	National Meter Accounting and Tracking System
NMCS	National Materials Customer Service
NMO	nonmachinable outside
NNDS	National Network Distribution System
NNSC	National Network Service Center
NO	no office
NODM	Network Operations Data Mart
NOIR	Network Optimization Indicator Report
NONPROFIT ORG, NONPROFIT	NONPROFIT ORGANIZATION
NPA	National Performance Assessment
NPF	National Postal Forum
NPMHU	National Postal Mail Handlers Union, AFL-CIO
NPPN	National Postal Professional Nurses
NRLCA	National Rural Letter Carriers' Association
NRP	National Reassessment Process
NSA	negotiated service agreement
NSN	National Stock Number
NWR	National Workhour Report
NWRS	National Workhour Reporting System
OBMC Presort	Origin Bulk Mail Center Presort
OBSS	one-bundle sliding-shelf
OCR	optical character reader
ODIS-RPW	Origin Destination Information System-Revenue, Pieces, and Weight
OEL	optional endorsement line
OG	original gum
OIC	officer in charge
OIG	Office of Inspector General
OM	Organizational Management
OMAS	Official Mail Accounting System
OMMS	Official Mail Messenger Service
ONDC Presort	Origin Network Distribution Center Presort
OP	Optional Procedure
OPER	operation number
OPF	official personnel folder
Oracle AP	Oracle Accounts Payable
OSS	Output Subsystem
OTR	over-the-road container
P&DC	processing and distribution center
PAEA	Postal Accountability and Enhancement Act
PAGE	Periodicals Accuracy Grading and Evaluation
PAL	Parcel Airlift

Acronym / Abbreviation	Term
PARS	Postal Automated Redirection System
PAU	platform acceptance unit
PAVE™	Presort Accuracy Validation and Evaluation
PB	plate block; *Postal Bulletin*
PBV	performance-based verification
PC	performance cluster
PCC®	Postal Customer Council®
PCES	Postal Career Executive Service
PCSC	Pricing and Classification Service Center
PD	postage due
PD&F	processing and distribution facility
PDC	postal data center
PDWA	Postage Due Weight Average
PEDC	Postal Employee Development Center
PERF	Postal Employees Relief Fund
PES	Performance Evaluation System; Private Express Statutes
PFP	Pay for Performance
PFS®	Premium Forwarding Service®
PIC	package identification code
PICS	Primary Identification Code Server
PIMS	Productivity Information Management System
PIVMS	Powered Industrial Vehicle Management System
PL	plant load
PLANET®	Postal Alpha Numeric Encoding Technique
PM	postmaster
PMC	Postage and Mailing Center
PMEI	Priority Mail Express International™
PMEM	Priority Mail Express™ Manifesting System; Priority Mail Express Military Service
PMEOD	Priority Mail Express™ Open and Distribute
PMG	postmaster general
PMI	Priority Mail International®
PMOD	Priority Mail® Open and Distribute
PMR	postmaster relief/leave replacement; postmaster relief
PO	Post Office™
PO Box	Post Office™ Box
POE	Post Office Express®
POM	*Postal Operations Manual*
POP	point-of-purchase promotions
POS	point of service
POS ONE	Point of Service One
POSTNET	Postal Numeric Encoding Technique
PPOA	Postal Police Officers Association
PPSM	primary parcel sorting machine

Acronym / Abbreviation	Term
PQ	postal quarter
PQW	Postal Qualified Wholesaler
PR	poste restante
PRC	Postal Rate Commission; Postal Regulatory Commission
PRM	permit reply mail
PRN	postal routed network
PRS	Parcel Return Service
PRSRT	PRESORTED
PRSRT STD	PRESORTED STANDARD
PSD	postal security device
PSDS	Postal Source Data System
PSE	Personalized Stamped Envelope
PSFR	Postal Service™ Financial Report
PSIN	Postal Service™ Item Number
PSM	parcel sorting machine
PSN	Postal Stock Number
PSSC	Purchasing Shared Services Center
PS schedule	Postal Service™ schedule
PSSR	Postal Service™ Sales Report
PST	Professional Specialist Trainee
PSTN	Postal Service™ Television Network
PSW	Postage Statement Wizard®
PTF	part-time flexible
PTR	part-time regular
PTS	Product Tracking System
PVDS	plant-verified drop shipment
PVI	postage validation imprinter
PVS	Postal Vehicle Service
PW	Postal Wizard
QBRM	Qualified Business Reply Mail®
RBCS	Remote Bar Coding System
RBMC	return bulk mail center
RBV	risk-based verification
RCA	rural carrier associate
RCCS	Rural Carrier Cost System
RCR	Remote Computer Reader; rural carrier relief
RCS	Robotics Containerization System
RDI™	Residential Delivery Indicator
RDM	Retail Data Mart
RDU	retail delivery unit; return delivery unit
REC	Remote Encoding Center
REDRESS®	Resolve Employment Disputes Reach Equitable Solutions Swiftly®
RFD	Rural Free Delivery

Acronym / Abbreviation	Term
RIF	reduction in force
RNDC	return network distribution center
ROAM	Retail Optimization Access Management
RPN	Repositionable Note
RPO	Railway Post Office™
RPW	Revenue, Pieces, and Weight
RR	rural route
RRB	Regional Rate Box
RTHS	Robotic Tray Handling System
RTS	return-to-sender
SAL	Submit a Lead
SAM	Space Available Mail; strategic account manager
SAMP	stand alone mail preparation
SASP	Seamless Acceptance and Service Performance
SASS	Surface Air Support System
SASWYB	Semi-Automated Scan Where You Band
SBM	Stamps by Mail®
SCAN	Shipment Confirmation Acceptance Notification
SCF	sectional center facility
SCF price	sectional center facility price
SCRMS	Supply Chain Relationship Management System
SDC	Service Delivery Calculator; stamp distribution center
SDO	stamp distribution office
SEAM	Solution for Enterprise Asset Management
SFS	Stamp Fulfillment Services
SHP	subsequent handling pieces
SOC	Stamps on Consignment
SOX	Sarbanes-Oxley Act
SP	Standard Post®; pay period
SPBS	Small Parcel and Bundle Sorter
SPB tray	small parcel and bundle tray
SPF	Shipper-Paid Forwarding
SPFC	Single-Piece First-Class Mail® Measurement
SPLSM	single position letter sorting machine
SPLY	same period last year
SPMS	Scan Point Management System
SPPS	Spare Parts Planning System; special postage payment system
SPRs	small parcels and rolls
SPSM	secondary parcel sorting machine
SSA	sales and services associate
SSIU	Singulator Scan Induction Unit
SSL	Strategic Stocking Location
SSM	sack sorting machine

Acronym / Abbreviation	Term
SSPC	self-service postal center
SSS	Stamp Services System
STARS	Supplier Tracking and Rating System
STC	start-the-clock; surface transfer center
STI	Service Type Identifier
STS	Supervisory Training System
SV	surface visibility
SWYB	Scan Where You Band
TACS	Time and Attendance Collection System
TARIF	Tracking and Reduction in Force
TB	tag blaster
TE	temporary employee; transitional employee
TFP	total factor productivity
THS	Terminal Handling Services
TIGER/ZIP+4	Topological Integrated Geographic Encoding and Referencing/ZIP+4
TIMES	Transportation Information Management Evaluation System
TMDC	Topeka Material Distribution Center
TMS	Transportation Management System; Tray Management System
TMV	total mail visibility
TOE	total operating expense
TOFC	trailer-on-flatcar
TPF	total pieces fed
TPH	total piece handling
TPO	transfer Post Office
TQM	Total Quality Management
TRACS	Transportation Cost System
TRC	temporary relief carrier
TRF	Texas Repair Facility
TSP	Thrift Savings Plan
TTOE	Touch Tone Order Entry
UAA	undeliverable-as-addressed
U-cart	utility cart
UCP	Universal Co-Processor
UFSM 1000	Upgraded Flats Sorting Machine 1000
UMS	Utility Management System
UPU	Universal Postal Union
U.S.C.	United States Code
USO	Universal Service Obligation
USPS	United States Postal Service®
USPS	USPS Corporate Account
VAP	Volume Arrival Profile
VAR	value added refund
VARS	Vending Activity Reporting System
VER	Voluntary Early Retirement

Acronym / Abbreviation	Term
VERA	Voluntary Early Retirement Authority
VFS	Ventilation and Filtration System
VIM	vertical improved mail
VITAL	Vehicle Information Transportation Analysis and Logistics
VMAS	Vehicle Management Accounting System
VMF	vehicle maintenance facility
VOE	Voice of the Employee
VOIS	Vehicle Operations Information System
VP	vice president
VPP	Voluntary Protection Program
VTAPS	Vehicle Transportation Analysis Performance System
WABRM	Weight Averaging Business Reply Mail
WAG	water-activated gum
WebBATS	Web Box Activity Tracking System
WebCCM	Web Corporate Complement Management
WebCOINS	Web-based Complement Information System
WebEIS	Web Enterprise Information System
WebMCRS	Web Mail Condition Reporting System
WEI	Workplace Environment Improvement
WFOV	Wide Field of View
ZAP	Zone Analysis Program
ZIP Code™	Zone Improvement Plan Code